

**POSITION DESCRIPTION
COUNTY OF LAPORTE, INDIANA**

POSITION: Dispatcher
DEPARTMENT: Emergency 911
WORK SCHEDULE: As Assigned
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: April 2006

STATUS: Full-time

DATE REVISED: October 2013

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The County of LaPorte provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Dispatcher for the LaPorte County Emergency 911 Communications Center, responsible for dispatching fire, emergency medical, and law enforcement personnel in accordance with the location and nature of the call for assistance.

DUTIES:

Receives and evaluates emergency and non-emergency calls for service and maintains radio contact with fire, emergency medical, and law enforcement services and dispatches appropriate public safety units. Makes appropriate professional decisions that affect the outcome of public safety services.

Calms, negotiates, questions, advises, and otherwise communicates with callers to obtain accurate and essential information necessary to establish priority and type of emergency, exercising proper professional judgment in stressful situations.

Enters emergency response information into computer using Computer-Aided Dispatch (CAD) system.

Records time, location, and nature of fire, medical, or law enforcement emergency to ensure adequate coverage is provided. Alerts other fire, medical, or law enforcement agencies as necessary to provide mutual aid.

Makes periodic announcements and relays messages in furtherance of public safety activities as required, including, but not limited to, weather, road, and bridge conditions and disasters.

Monitors radio frequency activities of various other emergency and non-emergency agencies.

Operates terminal for Indiana Data and Communications System (IDACS) and National Crime Information Center (NCIC), including handling inquiries, entries, modifications, cancellations, locations, criminal histories, administrative messages, and other formats as requests for designated law enforcement agencies pursuant to IDACS/NCIC regulations, policies, and procedures.

Provides Emergency Medical Dispatch (EMD) instructions over the phone to the caller until medical personnel arrive on scene.

Assists the public by providing directions and general information or by making referrals to other agencies if appropriate pursuant to multi-departmental guidelines.

Ensures equipment in the Communications Center is operational or reports any malfunctions to the Assistant Director or Director.

Attends training programs and conferences as required for certifications in IDACS and EMD.

Serves on 24-hour call and responds to emergencies from off-duty status.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

1-2 years Emergency Service/Dispatcher background experience preferred.

Must be at least 18 years of age.

Ability to meet all hiring requirements, including passage of FBI/NCIC/IDACS criminal history screening, written exam and additional training as necessary.

Must reside within LaPorte County or within 25 miles from work site.

Computer literacy, to include possession of and ability to maintain possession of Indiana State Police IDACS/NCIS computer system, EMD, and CPR certifications.

Thorough knowledge of and ability to make practical application of the customary practices, procedures, rules, and regulations of the department, including all FCC and IDACS/NCIC regulations, and to take authoritative action as situations demand.

Practical knowledge of area law enforcement demands, ability to effectively receive and dispatch calls requiring emergency and informational assistance, and ability to make emergency decisions affecting the lives and properties of many citizens.

Ability to appropriately receive, maintain, and log all radio traffic information.

Ability to apply knowledge of people and geographic locations in the County, read/interpret detailed maps, and use emergency code terminology.

Ability to properly operate office equipment, including computer, copy machine, fax machine, telephone, teletype (TTY) device, radios, and paging equipment.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including encounters with irate, hostile, and/or emotionally distraught persons.

Ability to effectively communicate orally and in writing with co-workers, other County departments, representatives of other law enforcement and public safety departments and agencies, representatives of radio and television stations, the National Weather Service, Red Cross, Salvation Army, towing agencies, utility companies, alarm companies, railroads, and members of the general public in a courteous and tactful manner, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to work alone with minimum supervision and with others in a team environment on several tasks at the same time, often under time pressure.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to occasionally work extended hours, regularly work evening and/or weekend hours, and travel out of town, occasionally overnight, for conferences and training classes.

Ability to serve on 24-hour call and respond to emergencies from off-duty status.

Position requires one (1) year probationary period.

II. RESPONSIBILITY:

Incumbent supervises and performs a wide variety of communications duties according to established departmental policies and police procedures, making independent decisions and taking authoritative actions in response to situational demands. Errors in incumbent's work are primarily detected or prevented through supervisory review and notification from other departments. Undetected errors may lead to loss of life, adverse effects upon department operations, major property loss, and/or substantial inconvenience to the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, representatives of other law enforcement and public safety departments and agencies, representatives of radio and television stations, the National Weather Service, Red Cross, Salvation Army, towing agencies, utility companies, alarm companies, railroads, and members of the general public for a variety of purposes, including coordinating and directing of police communication activities, explaining department policies and procedures, and rendering professional emergency service.

Incumbent reports directly to the Shift Supervisor.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in an office environment, including sitting/walking at will, sitting for long periods, keyboarding, speaking clearly, close/far vision, and hearing sounds/communication.

Incumbent is exposed to radio noise. Incumbent may be exposed to irate, hostile, and/or emotionally distraught persons and respond to situations involving potential physical harm to others.

Incumbent occasionally works extended hours, regularly works evening and/or weekend hours, and travels out of town, occasionally overnight, for conferences and training classes. Incumbent serves on 24-hour call and responds to emergencies from off-duty status.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Dispatcher for the LaPorte County Emergency 911 Communications Center describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee Signature

Date

Print or Type Name