

**POSITION DESCRIPTION
COUNTY OF HANCOCK, INDIANA**

POSITION:	Public Safety Dispatcher		
DEPARTMENT:	Hancock County 911		
REPORTS TO:	Shift Supervisor or in their absence Asst Shift Supervisor		
WORK SCHEDULE:	8 hour shift 5 on 2 off 5 on 3 off (or as directed)		
DATE WRITTEN:	Nov 2011	STATUS:	Full-time Salaried
DATE REVISED:	June 2019	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. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions, unless the accommodations would cause an undue hardship.

Purpose of Position:

Incumbent serves as a Public Safety Dispatcher (Telecommunicator) for the Hancock County Emergency Operations Center (EOC), and is responsible for monitoring incoming emergency calls, non-emergency calls and dispatching information to appropriate response units.

Essential Job Functions:

- Receives and monitors emergency calls, gathering maximum essential information in minimum amount of time, determining appropriate response and dispatching emergency personnel according to standard operating procedures; Provides emergency medical instructions to callers as needed prior to arrival of emergency personnel.
- Receives information calls, determining nature of call, responding to inquiries, routing caller to appropriate person and/or takes messages.
- Dispatches other agencies/departments as needed.
- Monitors radio frequency activities of various law enforcement, fire departments, and other public safety agencies within the county and surrounding counties. Notifies and/or dispatches local emergency personnel as situations demand.
- Regularly communicates with field units, assessing unit safety and need for backup, dispatching backup units and other emergency personnel as necessary.
- Verifies and/or enters, IDACS/NCIC information on computer, including wanted, unidentified and missing persons, boats, securities and vehicles. Ensures appropriate supporting documentation is on file according to IDACS/NCIC requirements.
- Receives and transmits computer messages pertaining to, but not limited to, criminal histories, drivers' license, vehicle registration, gun permits, runaways, missing and wanted persons and stolen property.
- Maintains complete and accurate computerized log of all radio traffic calls, citizen requests and complaints, and follows up on disposition of call. Enters, updates, logs and types various reports, forms and documents on computer as required, such as CAD, IDACS/NCIC, Accident Reconstruction Team, EMS, EMA, Fire Department, Child

Protective Services and Animal Management (as well as any other entity or person not listed).

- Maintains various files, such as protective orders, home detention, home monitoring and County ordinances. Advises appropriate personnel of updates/changes as needed.
- Operates/maintains telephone and radio call check systems that automatically record all incoming/outgoing calls.
- Periodically performs light janitorial duties in secured dispatch center as needed or as assigned, such as sweeping and cleaning/dusting equipment.
- Periodically attends prescribed training programs for certification in specialized dispatch areas, such as EMD, CPR, and IDACS/NCIC.
- Performs related duties as assigned.

JOB REQUIREMENTS AND DIFFICULTY OF WORK:

- Ability to obtain/maintain certifications in CPR, Emergency Medical Dispatch Protocols, Emergency Fire Dispatch Protocols and IDACS/NCIC.
- Ability to obtain/maintain certifications for NIMS 100, 200, 700 & 800 as well as any others assigned (some specialty positions require NIMS 300, NIMS 400 and others as assigned).
- Thorough knowledge of and ability to make practical application of customary practices, procedures, rules and regulations of the Department, and ability to follow personnel policies and rules.
- Practical knowledge of area law enforcement, EMS and fire demands, and ability to effectively perform the essential duties of the position, including clearly speaking and hearing in person, by radio and telephone, accurately seeing printed materials, and sitting for long periods with little or no opportunity for breaks during shift.
- Ability to effectively listen, comprehend, and communicate with co-workers, the public, other officials and agencies during varied emergency situations, and take authoritative action as situations demand.
- Ability to effectively receive and dispatch calls requiring emergency and informational assistance. Ability to condense large amounts of information into coherent typed remarks and use and understand a variety of acronyms and codes.
- Knowledge of and ability to read maps, use emergency code terminology, and clearly and calmly respond during stressful situations.
- Ability to type with speed and accuracy. Effectively use all equipment, including radio console, IDACS/NCIC computer, Department computers, typewriter, fax machine, Smart 911, Text 4 911, TTY/TDD, Enhanced 911 system, and in-house intercom phone. Ability

to use EMD flip-card based system and/or computer based version and assess and triage medical emergency situations.

- Knowledge of Standard English grammar, spelling and punctuation, and ability to appropriately receive, maintain and log all radio traffic information. Ability to maintain confidentiality of Department information and reports of all dispatched agencies as required.
- Ability to establish priorities and accomplish multiple tasks in a limited time.
- Ability to work irregular and/or extended hours as required.

Employment Requirements

- Be a citizen of the USA
- Be at least 18 years of age
- Be a high school graduate and possess a diploma from an accredited high school or equivalent (GED)
- Be of good reputation and character
- Not have been found guilty of any felony charges (some misdemeanor's may also be a disqualification)
- Be of good appearance and personality
- Have a good past work record
- Have appropriate physical strength, agility and endurance, mental alertness, emotional stability, resourcefulness and initiative in handling emergency situations. This shall include non-impaired hearing and speech, with a minimum of 20/40 corrected vision, all of which are subject to verification by physical and psychological exams provided by the County
- Read all departmental Rules and Regulations, Policies and Standard Operating Procedures carefully and abide by them
- Have touch typing skills of at least 35 wpm
- Pass FBI criminal history screening
- Pass extensive background investigation
- Valid Driver's License

Knowledge and Ability (During and/or after training period)

- Knowledge of proper procedures for receipt of calls and dispatch of emergency equipment.
- Knowledge of geographic areas and streets of the cities and county.
- Ability to certify as an IDACS Computer Operator.
- Ability to Certify in CPR.
- Ability to Certify in Emergency Medical & Fire Protocols
- Knowledge of the procedures for Emergency Service Departments operating through the 911 system.
- Knowledge of the procedures for other agencies dispatched by the 911 Center.
- Knowledge of the channels of authority within the public safety organizations of Hancock County.
- Ability to clearly enunciate all radio transmissions and telephone communications.

- Ability to receive and handle complaints and emergency calls with tact and to react quickly and calmly in high stress situations.
- Ability to perform more than one task at a time accurately.
- Ability to operate any and all equipment within the 911 Communications Center.
- Must work well with others in a confined, regimented atmosphere.
- Ability to make immediate decisions directly affecting human lives.
- Knowledge and familiarity with the standard operating procedures of the 911 system.
- Knowledge and familiarity with the Smart 911 System.

Duties

- Answer 911 calls for emergency service, evaluate the situation, and determine the appropriate level of response. Operate a complex radio console to dispatch Police, Fire, EMS and other emergency personnel and equipment in accordance with prescribed guidelines.
- Consistently monitor the status of emergency services equipment and personnel
- Operate the IDACS/NCIC computer system.
- Receive and dispatch restricted computer information.
- Relay complaints or other information to mobile units and to supervisors in the chain of command.
- Monitor and test communications equipment, reporting problems to the Shift Supervisor.
- Other duties as assigned.

RESPONSIBILITY:

- Incumbent performs a wide variety of communication duties according to established Department, police, fire and EMS policies and procedures, making independent decisions and taking authoritative action in response to situational demands. Errors in decision or work may lead to loss of life to our public safety partners or members of the public, detrimental effects on Department operation, substantial property loss, and/or convenience to members of the public.

PERSONAL WORK RELATIONSHIPS:

- Incumbent maintains frequent contact with co-workers, other County personnel, other members of public safety agencies, and members of the public, primarily for purposes of receiving and responding to emergency/non-emergency calls, dispatching personnel, providing services, exchanging information and providing training. Incumbent engages in non-routine contact with callers requesting emergency assistance in situations that may jeopardize public safety.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

- Incumbent performs duties in an office environment and is frequently exposed to stressful situations associated with emergency requests for assistance. Duties involve clearly speaking and hearing in person, by radio and telephone, accurately seeing printed materials, and working in a restricted seated position for long periods with little or no opportunity for breaks during shift.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT:

- The job description for the position of 911 Dispatcher for HC-911 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____

Date_____

Applicant/Employee signature