



MEADE COUNTY SHERIFF'S OFFICE

Communications/ Dispatcher Job Description

The ideal candidate will be capable of assertively taking command of situations in a sensitive yet straightforward manner, while showing consideration and respect to others, and will have the ability to deal with stressful and pressured situations in an efficient and controlled manner. Candidates must demonstrate good decision-making skills under pressure, work with minimum direct supervision, and be a team player with a positive attitude. Additionally, candidates should have the ability to work all shifts including nights, weekends, and holidays.

BASIC FUNCTION: Under general supervision, receives and transmits routine and emergency telephone and radio traffic; dispatches and coordinates police, and fire; maintains and processes a variety of communications paperwork, records, and logs. Performs related responsibilities as required.

Examples of Duties

KEY RESPONSIBILITIES:

- Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life threatening situation, expeditiously and accurately.
- Assigns calls to police, fire, or animal control units for necessary action, including determining necessary units required for response; coordinates with patrol supervisors regarding deployment of personnel.
- Visually monitors status display terminals while simultaneously monitoring radio frequencies
- Ensures correct status of pending and dispatched calls, location of units, and makes "on-line" changes as appropriate.
- Dispatches medical emergencies and provides pre-arrival instructions.
- Provides information to units in areas such as warrants, vehicles, driver's licenses, and criminal history.
- Enters relevant information and retrieves information on multiple computerized systems, including a computer-aided dispatch system.
- Operates a multiple computer system utilizing various programs simultaneously.
- Monitors security entrances to MESO as secondary to Jail Staff.
- Performs related duties as required.

Qualifications / Requirements

DESIRABLE QUALIFICATIONS:

Knowledge/Skills/Ability:

- Public safety radio codes, Penal and Vehicle codes, and terminology.
- Receiving, evaluating, prioritizing and relaying emergency and non-emergency calls for assistance.
- Policies, procedures, and operations of the communications center, MESO, & Meade fire department
- CAD (computer-aided dispatch system) operations.
- Modern office methods and procedures.
- Exercise tact, courtesy, and patience in all contacts with public and co-workers.
- Evaluating situations quickly and take actions according to procedures.
- Communicate effectively in writing; report preparation; record information quickly and accurately with legible handwriting.
- Communicating verbally over the phone and radio with an understandable and clear voice quality.
- Understanding of the general geography of Meade County quickly interpreting computerized and physical maps, including identifying major landmarks and streets.
- Work effectively and calmly in stressful and pressured emergency situations, while prioritizing workload and adopting effective courses of action.
- Alternate attention among a variety of tasks simultaneously, while retaining information gathered and exercising sound judgment in situations with a high consequence of error.
- Maintain confidentiality of sensitive information.
- Obtain relevant information in emergency situations to make critical decisions quickly and effectively.
- Deal effectively with the public in hostile, hysterical, and other emotional states over the phone.
- Enter information received over phone or radio and accurately in an abbreviated form in a computer.
- Operate a keyboard accurately at 40 corrected words per minute.
- Follow oral and written directions quickly and accurately.
- Follow safe work practices, including workplace safety policies and procedures.
- Prioritize workload.
- Develop and maintain effective and cooperative working relationships with co-workers and the public; work effectively in a confined area with other employees.

PHYSICAL STANDARDS:

Positions in this class are typically situated in a standard office environment resulting in little exposure to the weather and requiring no unusual physical abilities.