

Clinton County, Pennsylvania Position Description

Title: Dispatcher
Department: Department of Emergency Services
Date: July 2017
Pay Grade: F

Purpose of Position

The purpose of this position is to perform dispatch duties in receiving calls and dispatching response units. The work is performed as directed, by the Shift Supervisor.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs dispatch duties: receives emergency and non-emergency calls and dispatches appropriate response units; obtains information from callers to provide to response units; monitors radios and maintains contact with response units. Pages service agency on-call personnel.
- Tracks and updates all responding units using Computer Aided Dispatch (CAD) system; enters incidents into CAD system to create incident numbers.
- Accesses and operates NCIC/CLEAN computer system to obtain and verify information from state and federal databases.
- Will maintain availability by pager to support activation of County Emergency Operations Center (EOC) and support 911 Center operations during an emergency or disaster.
- Performs clerical duties: files reports, maintains checklists, etc; maintains and updates Rolodex of agencies and business.
- Monitors tower and site security; monitors cameras and lights; reports equipment malfunctions and notified response personnel in the event of power failures.
- Enters and receives messages from NCIC/CLEAN.
- Changes tapes for CAD system; changes paper on all machines.
- Performs other related functions as assigned or required.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent and one year of dispatch experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities. Position requires APCO Telecommunicator, Emergency Medical Dispatch and CPR certification.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communications

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as lists, bulletins, schedules, notifications, reports, entries, cards, maps, manuals, policies, procedures, guidelines and non-routine correspondence.
- Requires the ability to communicate orally and in writing with the Manager and Supervisor and all department personnel, other County departments, response personnel, Coroner, outside agencies, and the public.

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions.

Physical Requirements

- Requires the ability to operate, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, CAD system, all Center equipment, and/or related materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighting five to ten pounds.

- Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.

Environmental Adaptability

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors may cause discomfort and poses a limited risk of injury.

Clinton County, Pennsylvania is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date