



CLINTON COUNTY GOVERNMENT

Job Description

Job Title: Dispatcher
Department: Department of Emergency Services
Position Reports to: Shift Supervisor
Grade Level: F – Dispatcher Trainee
H - Dispatcher
FLSA Status: Non-Exempt
Position Type: Full-time
Bargaining Unit Status: Non-Bargaining
Date: January 13, 2020

Summary: 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 Functions: 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/or 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.
- 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 notifies response personnel in the event of power failures.
- Enters and receives messages form NCIC/CLEAN.
- Changes tapes for CAD system; changes paper on all machines.
- Performs other related functions as assigned or required.
- Maintains regular and on-time attendance.

Education and Experience:

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.



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Additional Job Requirements: A valid driver's license, satisfactory pre-employment drug screen, background check, and completion of the computer skills testing will be required.

Note: All training for this position must be completed satisfactorily before an employee is promoted to Grade H. This determination will be made by the Director of the Department of Emergency Services who may extend the probationary period for an additional ninety (90) calendar days if it is determined that the employee has not had adequate experience in all facets of the position prior to the end of the first 90-day period.

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.



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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.

Employee Expectations:

In completing the duties and responsibilities of this position, the Emergency Management Department expects the employee will adhere to all county policies, guidelines, practices and procedures; act as a role model both inside and outside the County; perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues.

At-Will-Employment:

The Dispatcher position is an at-will employee and serves at the pleasure of the Clinton County Commissioners. The Clinton County Commissioners are Equal Opportunity Employers and do not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation, or disability.

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 Human Resource Administrator to the extent that it does not constitute an undue hardship to the County.

I have read the job description for the position of Dispatcher, and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements and duties set forth. I will perform all duties and responsibilities to the best of my ability.

Employee Signature

Supervisor's Signature

Date

Date