



Grant County Central Dispatch
302 South Washington Street, Marion, IN 46952
Emergency: 911 Non-Emergency: 765-668-8168

www.grantcounty.in.gov

Effective Date: January 2, 2023

Annual Salary: \$38,974

Hourly Rate: \$17.74

Bi-weekly pay

Work Schedule: 3 Days On/3 Days Off – 12
Hour Shifts

Benefits Include:

- Health Insurance
- Vision Insurance
- Dental Insurance
- Retirement

**Grant County Central Dispatch – E911
Job Description**

Position: 911 Dispatcher

Department: Grant County Public Safety Communications – Central Dispatch

Status: Full Time and Part Time positions associated with this role

FLSA Status: Non-Exempt

The individual selected for this position will be responsible for the successful operation of the 911 center. In many cases, this position is responsible for receiving and dispatching calls for police, fire, and Emergency Medical Services, utilizing best practices, industry standards, along with all applicable local, state, and federal laws or ordinances.

This position will be responsible for the proper processing and handling of all calls to 911 and Non-Emergency Numbers. This position will also be responsible for the proper processing of these calls utilizing proper protocol, policy, and procedure as determined by the department. This position will also be responsible for the proper dispatching of field units utilizing radios, telephone, or other technology to alert field units to calls. This position is also responsible for retrieving files and entering information from the IDACS System. The position will also assist with community relations tasks as deemed necessary by management.

The position is supervised by the 911 Dispatch Supervisor (Directly) as well as the Operations manager/IDACS Coordinator, and the Public Safety Communications Director (Administratively). The position is a Full-time position.

The following is a sample list of duties and responsibilities of the position: (and is not all inclusive)

- Answering both 911 and Non-Emergency Phone lines in a timely manner and processing requests for Fire, Police, and EMS utilizing proper policy, protocol, and procedures.
- Operates the IDACS System (NCIC) as it relates to the dispatch center (Pursuant to IC 5-2-8)
- Operates CAD System, updating call information as it becomes available.
- Operates the radio system according to proper procedure, policy, and protocol.
- Will complete certification as IDACS Operator, IAED Emergency Medical Dispatcher, and others as deemed necessary (within six months of appointment).
- May be asked to assist with the training of new dispatchers.
- Will be responsible to meet 911 center benchmarks as set forth for call taking and dispatching.
- Will maintain an environment conducive of a business environment by maintaining decorum and ensuring that their workspace remains free of clutter, debris, and is clean for the following shift.
- Monitors weather bulletins and other media for potential activation of the weather sirens as appropriate.
- Must adhere to all applicable Federal, State, and Local Laws and Ordinances.
- Must adhere to all applicable department Policies, Standard Operating Guidelines, and Rules as set forth.
- Must adhere to all applicable professional standards when not explicitly named in Standard Operating Guidelines (SOGs).
- Attends any meetings, trainings, or other classes as deemed necessary by the department.

- Any additional duties and responsibilities as assigned or deemed necessary for the good of the department and/or county government.

Training, Education, and Experience

Minimum:

- Must possess a High School Diploma or GED.
- Must possess a valid driver's license.
- Must be able to type at a rate of 40 WPM or more.
- Must be able to pass a background check, including Criminal and Driving History.
- Must be able to pass a Polygraph Examination satisfactorily.
- Must be able to pass a dispatch skills evaluation.

Preferred:

- Any prior experience in Public Safety Communications as it relates to dispatching for police, fire, or EMS. This can also include roles where the candidate dispatched for a security company, college campus, or hospital system (as determined on a case by case basis).
- College degree in a related field.
- Prior public safety experience (Police Officer, Firefighter, EMT or Paramedic, etc.)

Physical Attributes of the Job

The position requires periods of sitting, standing, and bending as well as speaking and listening on the telephone and radio for long periods at a time.

APPLICATION FOR EMPLOYMENT



Grant County Central Dispatch

Kevin D. Hicks, Director
 302 S Washington Street
 Marion, IN 46952
 765-668-8168 (Dispatch)
 khicks@grantcounty.in.gov

Date Completed:	
Position applied for:	
Received by: (office only)	
Date received: (office only)	
PERSONAL	
First Name:	
Middle Name:	
Last Name:	
Social Security Number:	
Street Address:	
City:	
State:	
Zip Code:	
Phone Number(s):	
Date of Birth:	
Alias/Maiden Name:	
Have you ever been convicted of a crime? If yes, please explain the crime and where it occurred (use back if needed):	
Have you worked for Grant County before? If yes, list: Position Held: Department: Dates of Employment:	

EDUCATION

If education records are listed under another name, please indicate that here:	
Name of High School and School Location:	
Major field of study in High School:	
Diploma or equivalent? Yes or No	
Did you attend any Post-Secondary education? (University, College, Technical School, etc.)	
Post-Secondary Education: School Name: School Location: Degree/Level Attained: Completion Date: Major Field of Study: Minor Field of Study:	
Please list any specific computer skills:	

EMPLOYMENT HISTORY

Employer Name:	
Employer Address:	
Employer Telephone #:	
Position Held:	
Employed From (Month/Year):	
Employed To (Month/Year):	
Salary/Hourly Rate:	
Reason for Leaving:	
Employer Name:	
Employer Address:	
Employer Telephone #:	
Position Held:	
Employed From (Month/Year):	
Employed To (Month/Year):	
Salary/Hourly Rate:	
Reason for Leaving:	
Employer Name:	
Employer Address:	
Employer Telephone #:	
Position Held:	
Employed From (Month/Year):	
Employed To (Month/Year):	
Salary/Hourly Rate:	
Reason for Leaving:	

REFERENCES

Please list three people who are familiar with your work. (No Relatives)

Name:	
Company:	
Address:	
Phone Number:	
E-mail Address:	
Name:	
Company:	
Address:	
Phone Number:	
E-mail Address:	
Name:	
Company:	
Address:	
Phone Number:	
E-mail Address:	

GENERAL QUESTIONS

Can you perform the essential functions of the job for which you are applying?	
Have you previously completed an application for employment with Grant County? If yes, When did you last apply? For what position did you apply?	
Are you currently employed? If yes, may we contact your present employer?	
Why do you wish to change jobs?	
Have you ever been discharged from a position of employment? If yes, please explain.	
Date available for work:	
Expected Salary:	
Have you been in your current residence for at least 5 years? If no, list your previous addresses.	
Have you served in the military? If yes, please list: Branch/Organization: Dates of Service: Rank/Grade: Reason for leaving the service:	
Do you have a valid driver's license in the state you reside in?	

Grant County Government Equal Employment Opportunity Policy

Grant County Government is an Equal Opportunity Employer (EEO). Accordingly, we promote equal opportunity in the areas of recruitment, employment, training, development, transfer, and promotion. Our employment practices are without regard to race, color, religion, creed, gender, age, disability or medical condition, national origin, veteran status, and all other categories protected by federal, state, and local anti-discrimination laws.

Authorization and Release

In applying for employment, I want the hiring official, department head, or State Officer "County" to be fully informed of my work history. I, therefore, authorize the County to investigate my background and to obtain any and all information which may concern me. I hereby waive, release, and surrender any and all rights to claims which I may have against all persons, including the County, schools, companies, corporations, credit bureaus, and law enforcement agencies from any liability on account of furnishing such information. I fully understand that if employed, any misrepresentation of facts on my application is sufficient reason for my termination. In addition to my authorization and release of information and entities set forth above, I also authorize the County to discuss the results of any pre-employment investigation with persons who conduct the interview(s) in any investigation as well as those individuals responsible for hiring.

I understand that nothing contained in my application, in the granting of or conducting of an interview is intended to create an employment contract or binding contractual relationship between the County and myself either for employment or for the providing of any benefit. No promises regarding employment or duration of employment have been made to me and I understand that no such promises or guarantees are binding upon the County unless made in writing by the hiring official. If an employment relationship is established, I understand that I have the right to terminate my employment at any time with or without notice and that the County may terminate my employment at any time pursuant to the express provisions of the Grant County Central Dispatch Policy Manual, if applicable, to me. If any employment relationship is established, in consideration of such employment relationship, I agree not to use or reveal any confidential information of the County's.

The County and its elected officials, administrators, managers, employees, and agents are all released by me from any legal responsibility or liability for the release of such information and recorded as authorized above or any other liability which may arise from the release of such information.

Drug Testing Authorization, Grant County, Indiana

I understand that drug screening is a part of the hiring process for all regular full-time County job applicants. All offers for employment with the County are contingent upon the applicant taking and passing a drug screen. All data and information from the pre-employment drug screen will be treated as a confidential medical record as required by law.

You must agree to the terms of the above Authorization and Release in order to submit your Employment Application.

By signing my name below, I accept the terms of the above Authorization and Release.

Signature:
Date:

Attach copies of the following documents with your completed application:

**Birth Certificate
Driver's License
Social Security Card
High School Diploma
College/University Diploma (if applicable)
DD214 (if applicable—Veterans)**