

**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.