

**POSITION DESCRIPTION  
COUNTY OF CARROLL, INDIANA**

**POSITION:** Dispatcher  
**DEPARTMENT:** E-911  
**WORK SCHEDULE:** As scheduled  
**JOB CATEGORY:** POLE (Protective Occupations, Law Enforcement)

**DATE WRITTEN:** August 2009

**STATUS:** Full-time

**DATE REVISED:** July 2013

**FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Carroll County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Dispatcher for Carroll County E-911, responsible for monitoring incoming emergency and non-emergency calls and dispatching information to appropriate response units.

**DUTIES:**

Receives all emergency-related calls, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches Police, Fire, EMS and/or other local emergency personnel accordingly.

Receives incoming non-emergency/information-related calls, determines nature of call, responds to inquiries, routes caller to appropriate individual/department, takes message and/or forwards calls to voice mail.

Enters all emergency and non-emergency dispatch data and shift activities in designated software program as required.

Receives and transmits computer teletypes pertaining to, but not limited to, criminal histories, drivers' licenses, vehicle registrations, protective orders, gun permits, runaways, wanted and missing persons, and stolen property and vehicles.

Verifies, enters and maintains accurate IDAC/NCIC information for the Department and other law enforcement agencies, researching and retrieving information as requested.

Provides medical instructions as needed and utilizes mapping to provide directions.

Pages various organizations, such as Red Cross, County Coroner, and/or Hazmat as situations demand. Contacts Public Works, utilities, and wrecker services as needed.

Greets office visitors, providing information and assistance, and/or directing to appropriate individual or department.

Maintains order and cleanliness of work area. Maintains electric doors and cameras for Sheriff's Department and assists Jail Division when needed.

Periodically attends prescribed training programs for certification/re-certification in specialized areas as required.

Testifies in legal proceedings/court as required.

Performs related duties as assigned.

#### **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Possession of or ability to obtain and maintain all required certifications, including, but not limited to, CPR, IDAC/NCIC, and Emergency Medical Dispatch certifications.

Ability to meet all Department hiring requirements, including passage of a drug test and written exam.

Working knowledge of and ability to make practical application of standard practices, procedures, rules and regulations of the Department and ability to take authoritative action as situations demand.

Complete knowledge of local geography and ability to read maps, use emergency code terminology, and quickly, clearly and calmly respond during stressful situations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to condense large amounts of information into coherent typed remarks.

Working knowledge of radio frequencies, codes, procedures and limitations and ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Practical knowledge of area law enforcement, EMS and fire demands, and ability to effectively perform essential duties of the position without posing a direct threat to the health and safety of self and other individuals in the workplace.

Ability to obtain and apply knowledge of applicable local, state, and federal laws, codes, ordinances, and accepted police procedures.

Ability to deal swiftly, rationally, and decisively with potentially violent individuals in precarious situations, and take authoritative action applying appropriate discretion and common sense.

Ability to protect oneself from contracting infectious diseases by avoiding high risk environment and by having knowledge of and utilizing universal health precautions.

Ability to properly operate a variety of standard office equipment, including various computers, printer, E-911 system, two-way radio, computerized telephone system, weather radio, paging system, fax machine, shredder and copier.

Ability to effectively communicate orally and in writing with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, utilities, Department of Family and Children, wrecker services, news media, and members of the public using tact and diplomacy, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/difficult persons.

Ability to understand, memorize, retain and carry out oral and written instructions and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and work rapidly for long periods, often under time pressure.

Ability to apply knowledge of people and/or locations and perform arithmetic calculations.

Ability to compile, collate, or classify data, and make determinations based on data analysis.

Ability to occasionally work extended hours and occasionally travel out of town for training, sometimes overnight.

Ability to testify in legal proceedings/court as required.

Possession of a valid Indiana driver's license and a demonstrated safe driving record.

## **II. RESPONSIBILITY:**

Incumbent performs a wide variety of communication duties according to established Departmental policies and procedures, with work priorities primarily determined by supervisor and/or formal schedule. Incumbent receives indirect or occasional supervision with assignments guided by definite objectives using a variety of methods or procedures. Decisions are always determined by specific instructions or existing, well-established, policies and procedures. Errors in work are primarily detected or prevented through procedural safeguards. Undetected errors could result in endangerment to self and others and/or inconvenience to other agencies or the public.

## **III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, utilities, Department of Family and Children, wrecker services, news media, and members of the public for purposes of giving and receiving information and rendering service.

Incumbent reports directly to E-911 Director.

## **IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a communications center, involving sitting/walking at will, sitting for long periods, pushing/pulling objects, reaching, bending, close/far vision, keyboarding, lifting/carrying objects weighing under 25 pounds, hearing sounds/communication, speaking clearly, and handling/grasping objects. Incumbent is frequently exposed to stressful situations associated with emergency requests for assistance and typically performs duties in a restricted seated position.

Incumbent occasionally works extended hours and occasionally travels out of town for training, sometimes overnight.

**APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of Dispatcher for Carroll County E-911 Communications describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name