

Position Title: Dispatcher

FLSA Status: Non-exempt (hourly)

Reports to: Sheriff/Administrative Staff

Department: Sheriff's Office



I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

This position performs a variety of duties connected with the operation of the communications system for the Vernon County Sheriff's Office. Employee is under general supervision of Sheriff/Administrative Staff and uses independent judgment and often works alone in providing dispatching services.

II. Essential Duties and Responsibilities

- Receives and transmits oral and written orders and information by radio and telephone to law enforcement, security, emergency, ambulance, health care, firefighting, highway maintenance and/or other organizations.
- Operates radio equipment, pager alerts, computer and teletype equipment, multi-line telephone and other office equipment as necessary.
- Logs calls and actions taken in accordance with prescribed procedures.
- Operates the Department of Justice TIME system computer according to policy. The Dispatcher must become certified to operate this system.
- May perform monthly TIME Systems validation for state.
- Receives State and Federal civil defense calls and relays information to appropriate municipality.
- Operates all equipment and monitors its operation to assure proper functioning.
- Answers inquiries when within authority to do so or refers such inquiries to appropriate authorities.
- Assists with the public's needs at the window, such as title transfers, accident forms, requests to talk to staff and take complaints filed in person.
- Prepares reports, fills out forms used by the jail, performs clerical support services, such as filing, searching files through data processing equipment, providing input, etc.
- Maintains public security and confidentiality when dealing with the public either in person or by phone.

- Provides the District Attorney and the Court with information, gives testimony when necessary, and provides Court security when requested.

III. Related Job Functions

- Establishes and maintains effective working relationship with co-workers and others
- Attends staff meetings and training sessions (24 hours annual inservice required)
- Responsible for working safely and following safety practices and standards of the facility; responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Deputized Dispatcher may be required to perform occasional law enforcement activities.
- May perform cleaning duties in office and support areas.
- May receive and record fines and bail money.
- Performs related work as required or directed.

IV. Physical Demands

Approximately 95% of the time is spent sitting, hearing, using near vision, reading, talking, fingering, using computer terminal; 10%- walking, standing, climbing, bending, handling, far-vision; 5% - lifting, carrying up to 40 pounds, climbing stairs. Listens to radio communications and responds with voice quality that transmits with clarity. Uses good judgment while working under pressure. Uses headsets and foot pedals. Works in front of computers at all times. In more non-routine situations and with little or no notice, one may have to grapple, stoop, crawl, run, crouch, bend, reach, or push/pull 160 pounds or more. Must be able to lift, carry, and wear a self-contained breathing apparatus weighing approximately 40 lb. Occasionally exposed to adverse environmental and atmospheric conditions.

- Involves potential for physical attack.
- May involve potential for minimal exposure to blood/body fluids.

V. Education and Training Requirements

Must possess a high school diploma or GED. Must be certified as a Wis. Law Enforcement Officer or be eligible for Wis. Certification. Law Enforcement Officer (Deputy) must achieve at least 60 college credits or an associate degree within 5 years of employment if first employed as law enforcement officer after 2/1/93. The Law Enforcement Standards Board may waive up to a maximum of 30 college level credits upon documentation of a suitable combination of experience and training; technical training and experience in telecommunications/radio preferred; possession of an associates degree in police science desirable. Ability to type 35 words per minute desirable. Must pass background check and other requirements for certification. Successful candidates for Dispatcher may be required to satisfactorily pass specialized training in communications.

Note: All appointees must successfully complete the Transaction Information Management Enforcement (TIME.) systems training as required. Must live in Vernon County within 6 months following appointment.

Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for city and rural travel.