

Position Title: Dispatcher (Civilian)

FLSA Status: Non-exempt (hourly)

Reports to: Dispatch Sergeant

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, computer, and telephone to law enforcement, security, emergency, ambulance, health care, firefighting, highway maintenance and/or other emergency and non-emergency 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.
- 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, accident forms, requests to talk to staff and take complaints filed in person.
- Prepares reports, performs clerical support services, such as filing, searching files through data processing equipment, providing input, etc.
- Maintains public and law enforcement confidentiality when dealing with public and law enforcement 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
- 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.
- 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, bending, handling, far-vision; 5% - lifting, carrying up to 40 pounds. 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.

V. Education and Training Requirements

Must possess a high school diploma or GED. 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. Successful candidates for Dispatcher may be required to satisfactorily pass specialized training in communications.

Note: Must live within 15 miles of Vernon County within 12 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.