COUNTY OF KNOX
Job Description

Position Title:	**Dispatcher**
Department:	**Communications**
Reports To:	**Dispatch Supervisor**
Supervises:	**N/A**
Oversees:	**N/A**
FLSA Status:	**Non-Exempt**
Last Revised/Approved:	**September 13, 2016**

POSITION SUMMARY:

The Dispatcher is responsible for receiving, processing, and dispatching requests for public safety services, including emergency and non emergency requests, to the citizens of Knox County. Requests are received via 9-1-1, telephone, intercom, radio, or any other means possible. The Dispatcher is also responsible for handling all public safety radio communications, documenting and maintaining accurate logs, and recording of complaint information for all police, fire and EMS calls handled by the Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Answers 9-1-1 emergency calls from the public and dispatches adequate personnel for the effective and efficient servicing of these requests; keeps personnel who have been dispatched to calls fully informed of all facts affecting the safety and efficiently of their response to the call.
2. Receives non-emergency requests for information from the public and provides information, if known, or refers caller to appropriate agency.
3. Enters dispatch call information into CAD system and updates information on unit's arrival, clearance and call status as needed; records all significant communications as required by standard operating procedures.
4. Disseminates police information regarding wanted persons, stolen vehicles, missing persons, etc. that may be received by telephone, Teletype or other means.
5. Acquires and maintains a thorough knowledge of the location and characteristics of significant areas of the County which the center services.
6. Keeps track of all officers on a given shift and immediately informs the appropriate shift supervisor when contact with an office cannot be made as per standard operating procedure.
7. Keeps track of all Fire & EMS apparatus when on calls.
8. Maintains the Communications Center and equipment in order and reports any defects, malfunctions, or repairs needed to the shift supervisor.
9. Enters into and/or retrieves information from the Maine METRO/NLETS and NCIC Teletype systems; maintains such records as required by METRO/NCIC procedures.
10. Maintains In-house records of all warrants and NCIC entries and cancellations.
11. Provides emergency medical instructions on all EMS calls.
12. Enters Bail Conditions into METRO System on all bailed arrestees.

13. Activates all served protection orders.
14. Provides/fulfills all officer requests.
15. Maintains/fulfills all required paperwork for arrests and summonses.
16. Runs all SBI/III's for jail classifications and visitors.
17. Works in the field as an incident dispatcher during major events where an incident command post has also been established.
18. Uses Radio Communication Equipment; I Am Responding; Teletype and computer; General Office Equipment, Paging system; CAD system, 9-1-1 enhanced GeoLynx, Guardian, APU & TDD equipment, and tape recording equipment; other communications equipment as required.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. May participate as a member of the Training Committee to provide guidance, instruction and support to trainers.
2. May receive and update databank information for home and business alarms and home medical alarm information.
3. Assumes and carries out numerous other duties and responsibilities as directed by the Communications Director or his/her designee.

GENERAL EXPECTATIONS:

1. Be committed to the mission of the County.
2. Work as a member of the Knox Regional Communications Center team in the performance of duties.
3. Be punctual for scheduled work and use time appropriately.
4. Work in harmonious relationships with all county staff and community.
5. Perform duties in a conscientious, cooperative manner.
6. Perform required amount of work in a timely fashion with a minimum of errors.
7. Be neat and maintain a professional appearance.
8. Understand and work within Knox County Government Policies and Procedures.
9. Accept shared responsibility with staff member to successfully complete assigned projects.
10. Maintain confidentiality and protect the County by keeping information concerning County Operations confidential.
11. Able to think fast and make decisions under pressure.
12. Able to remain calm and collected under duress.
13. Required to respond to duty when called by staff, Deputy Communications Director, Communications Director, or other agency requesting emergency assistance.
14. Expected to maintain all certifications and licenses.
15. Expected to obtain CEH's (Continuing Education Hours) yearly.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is required to sit for extended periods of time, use hands repetitively to operate a standard computer, and occasionally stand and walk. The employee may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. May require work in an Incident Command Post in outdoor environment.

Any applicant (or employee upon request) shall have a statement from a physician stating that s/he has had a physical examination in the last 30 days, and that s/he is in good health and physically able to withstand the job related stress and danger. Must be able to maintain an alert state of mind.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The nature of the work is primarily indoors in an office environment, exposed to various communications equipment noises.

Dispatchers frequently interact with people who are agitated and under stress.

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following experience and skills are considered essential:

- Two to three years of prior related experience; experience and knowledge of call center operations is extremely beneficial.
- An understanding of communications and the nature of public safety.
- Have no criminal record and be willing to submit to both psychological and polygraph examinations.
- Must have the ability to exercise independent judgment in following appropriate procedures and policies, and in prioritizing multiple tasks in available time.
- Must have the ability to communicate verbally and in writing at a high level.
- Must have the ability to withstand the job-related stress and dangers.
- Experience in the operation of modern communications hardware desirable but not mandatory.
- Must have ability to think and act quickly and efficiently under conditions of high stress.
- Ability to comprehend and effectively operate the computer aided dispatch (CAD) system required.
- Ability to deal courteously and effectively with members of the public.

Education Requirements: The following education requirements are considered essential.

- High School Diploma or equivalent.
- Must be able to successfully complete the Certification of Terminal Operator (CTO) course offered by the Maine Criminal Justice Academy, Emergency Medical Dispatching (EMD), CPR, GeoLynx, Guardian, APU Certification and Hazardous Materials Awareness Level, Emergency Telecommunicator Course and any other State mandated training that may be offered at a later date. Training to be completed within first six months of employment.
- Must be able to obtain State EMD license.
- Must be willing to participate in required in-service training each year as required by law.

** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

_____ _____

Employee Signature Date