

MORGAN COUNTY POSITION DESCRIPTION

TITLE: <u>9-1-1 Dispatcher/Communication Tech</u>	GRADE: <u>5</u>
DEPARTMENT: <u>Communications Center</u>	DIVISION: <u>Public Safety</u>
EXEMPT/NON-EXEMPT: <u>Non-exempt</u>	REVISED: <u>September 1, 2017</u>

GENERAL STATEMENT OF DUTIES:

Responsible for receiving all calls to the Communications Center, analyzing the calls, and determining the appropriate need for response. He/She notifies county law enforcement, fire, and/or ambulance personnel of requests for service and follows through on all responses.

ESSENTIAL JOB FUNCTIONS:

- ◆ Receives and analyzes 911 calls.
- ◆ Receives and analyzes emergency telephone calls.
- ◆ Performs radio dispatch and monitoring of public safety personnel.
- ◆ Keeps accurate records for all calls.
- ◆ Communicates all appropriate information.
- ◆ Checks security of Center.
- ◆ Briefs relief personnel properly of current situations; status of all of on duty personnel; and locations and status of emergency response equipment.
- ◆ Monitors status of all center equipment. Reports all need for maintenance or repair to the technical staff.
- ◆ Monitors supplies used by Center staff and informs Director or designee of needs.
- ◆ Keeps work area neat, organized, and well supplied.

SUPERVISION RECEIVED:

Reports directly to the Director of Communications or his/her designee.

ESSENTIAL JOB SKILLS:

- ◆ Ability to keyboard at the speed of 35 words per minute.
- ◆ Ability to pass specific oral and written exams.
- ◆ Ability to speak clearly and distinctly.
- ◆ Ability to remain calm, think clearly, and react swiftly in an emergency.
- ◆ Working knowledge of the geography of Morgan County and the surrounding area which is covered by the agencies served.
- ◆ Familiar with all equipment and operations of the Center.
- ◆ Ability to work with other staff members of the Center.
- ◆ Willingness to work rotating shifts.
- ◆ Willingness to attend workshops, seminars or training functions to advance his/her skills and knowledge.
- ◆ Complete background check will be conducted.
 - ◆ Must complete Emergency Management Institutes NIMS Courses IS-700 & IS-100 within 6 months of hire.
- ◆ Other duties as assigned.

EDUCATION:

High school graduate or GED equivalent.

EXPERIENCE:

- ◆ Ability to read and write English at a twelfth grade level.
- ◆ Minimum of 18 years of age.

WORK ENVIRONMENT:

Work is generally confined to a standard office environment.

PHYSICAL DEMANDS:

The following are some of the physical demands commonly associated with this position.

- ◆ VISION - Individual must be able to read handwritten or printed material, and read from a computer monitor.
- ◆ HEARING - Individual must possess average hearing ability. The noise level in the work environment is usually moderate.
- ◆ LIFTING - Must be able to lift, carry, push or pull a minimum of 25 pounds.
- ◆ MOBILITY - Spends 40% of the time sitting, 40% standing, and 20% walking while operating in the office. Occasionally* stoops, kneels, balances, reaches, crawls, and crouches while performing manual office duties.
- ◆ DEXTERITY - Frequent* use of eye, hand, and finger coordination enabling the use of automated office machinery.
- ◆ COMMUNICATION - Individual must be able to clearly understand the English language and be understood while speaking the English language.
- ◆ DRIVING - Individual must be able to operate a motor vehicle and possess a valid drivers license.

*Occasionally: Activity exists less than 1/3 of the time.

*Frequently: Activity exists between 1/3 and 2/3 of the time.

*Constantly: Activity exists more than 2/3 of the time.

Morgan County is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, age, gender, gender identity, political affiliation, national origin, sexual orientation, disability, genetic information, veteran status, or any other legally protected status. Candidates whose disabilities make them unable to meet the requirements of the position will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodations.

Employee Signature:	Date:
Human Resources:	Date: