

911 Dispatcher / Telecommunicator

Job Duties/Responsibilities

- Answers incoming emergency calls for service and obtains required information to ensure a safe and efficient emergency response; enters all information regarding the incident into the Computer-Aided Dispatch (CAD) system; provides self-help pre-arrival instructions to callers using established Emergency Medical Dispatching (EMD) protocols.
- Answers non-emergency and administrative calls for service, obtain pertinent information to respond to requests or make referrals as appropriate, in accordance with established policies and procedures.
- Operates telecommunications equipment and receives calls from sources such as the Sheriff's Office, city police, fire departments, alarm systems, ambulance services, first responders, civil defense, electrical companies, lift stations, E-911, County Engineer, Animal Control, Conservation, and other agencies or departments. Transmits messages to deputies and other personnel on duty; dispatches ambulances, first responders, wreckers, deputies, firefighters, and other public safety personnel as necessary. Tracks and documents the current status of personnel and equipment dispatched.
- Operates telecommunications equipment and monitors various radio frequencies. Responds to and transmits messages as needed.
- Operates the IOWA/NCIC computer system; disseminates information such as driver's license information, vehicle registrations, missing persons, wanted persons, and stolen property to public safety personnel and agencies in accordance with local, state, and federal regulations. Enters and retrieves information as required from IOWA/NCIC and other local records systems.
- Operates telecommunications equipment and dispatches appropriate personnel, vehicles, and equipment as required.
- Maintains accurate records, including radio logs, recorded tapes, teletype messages, warrants, missing persons, stolen property, E-911 updates, and CCH updates, according to established procedures.
- Notifies the supervisor of equipment malfunctions or failures and performs daily maintenance and cleanliness duties in the communications center work area.
- Maintains awareness of activities within the communications center, including the work of other Telecommunicators, and provides appropriate backup assistance as needed.
- Participates in special projects and/or assignments directly related to the Communications Center.

May be required to work; days, or night shift and rotate between shifts. You will be required to work holidays and every other weekend, and respond to emergency situations.

Shifts are currently **06:00AM – 06:00PM** or **06:00PM – 06:00AM**

Work weeks are currently a two (2) week rotation of:

Week 1 Monday, Tuesday, Friday, Saturday, Sunday
Week 2 Wednesday, Thursday

Qualifications

High school diploma or GED and minimal experience involving the use of telecommunications equipment, teletype, computer terminals, and multi-line telephone equipment, or an equivalent combination of education and experience.

Comprehensive knowledge of Computer-Aided Dispatch systems, two-way radio communication systems, and dispatch policies and procedures; thorough knowledge of FCC rules and regulations; procedures for entering and retrieving information from the Iowa System, National Crime Information Center (NCIC), and National Law Enforcement Teletype System (NLETS); thorough knowledge of **Warren County boundaries, jurisdictions, roads, communities, and geography**; thorough technical knowledge of telecommunications principles and practices; thorough knowledge of County policies and services; thorough knowledge of laws and requirements concerning confidential information and the ability to maintain confidentiality.

Ability to verbally communicate accurate information distinctly, accurately, and concisely in a non-emotional manner; ability to reason logically, react calmly and quickly, and maintain composure under stress; ability to demonstrate excellent time management and organizational skills; ability to express ideas effectively in both oral and written formats; ability to understand and follow oral and written instructions; ability to operate standard office equipment and related hardware and software; ability to learn specialized software and equipment; ability to deal with people and situations in a professional and tactful manner; and ability to establish and maintain effective working relationships with community partners, staff, public safety personnel, and the general public.

Physical & Environmental Characteristics

This work requires the frequent exertion of up to 25 pounds of force. Work regularly requires sitting, speaking or hearing, using hands to finger, handle, or feel, reaching with hands and arms, and repetitive motions. Work occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling, and lifting.

Work has standard vision requirements. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly