

**POSITION DESCRIPTION  
COUNTY OF WARRICK, INDIANA**

**POSITION:** Dispatcher  
**DEPARTMENT:** Central Dispatch  
**WORK SCHEDULE:** As Assigned  
**JOB CATEGORY:** POLE (Protective Occupations, Law Enforcement)

**DATE WRITTEN:** September 2020

**STATUS:** Full-time

**DATE REVISED:**

**FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Warrick County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Dispatcher in the Central Dispatch Department, responsible for receiving emergency and non-emergency calls and taking appropriate action, including dispatching information to various response units.

**DUTIES:**

Receives, prioritizes, and processes all emergency-related and 9-1-1 calls, gathering maximum amount of information in minimum amount of time, determining appropriate response, and dispatching Police, Fire, EMS, and/or other local emergency personnel accordingly. Maintains and tracks current status of all police, fire, EMS, command, and response personnel.

Coordinates and facilitates issuance of Silver and Amber Alerts and uses open source information to assist with investigations and attempts to locate missing/endangered/suicidal people.

Comforts emotionally distraught persons, including, but not limited to, referring persons to social service agencies.

Receives incoming non-emergency/information-related calls, determines nature of call, and responds to inquiries, routing caller to appropriate individual/department and/or forwarding calls to voice mail. Receives and processes calls for non-emergency services, utilities, and direct emergency alarm systems.

Operates and maintains a variety of communications equipment, including but not limited to computer-aided dispatch system, such as text 911, dispatch software, computerized radio consoles, closed circuit television, and computerized telephone interface. Monitors/maintains radio room and jail security, including monitoring interior/exterior cameras, opening/closing interior/exterior doors, and video recording problems.

Verifies, enters, maintains, documents, and retrieves IDACS/NCIC information for County and other law enforcement agencies. Enters warrants and protective orders into records management system, as needed. Runs all paperwork for arrests and license plate checks. Keeps track of animal control calls.

Takes record of all information received through phone or radio calls/broadcasts and updates/maintains log of calls and warrants served, including entering data onto computer.

Receives security or fire alarms and activates alarms and fire protection system in emergency.

Provides emergency/medical instructions as needed and utilizes mapping to locate 9-1-1 calls and provide directions.

Contacts hospitals, Public Works, utilities, and wrecker services as needed.

Serves as liaison with elected officials, community leaders, and other law enforcement agencies, including notifying officials of weather emergencies. Communicates with news media on a variety of issues and prepares public relations materials such as brochures or news releases.

Completes written reports, such as case reports, memos, letters, or activity reports.

Keeps dispatch center clean, including collecting/disposing trash and sweeping, mopping, and dusting, as needed.

May work with new hires once training as a Center Training Officer is completed, including establishing work goals and training, developing, and motivating new staff.

Gives testimony and presents evidence in legal proceedings.

Performs related duties as assigned.

## **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Must be at least 18 years of age.

Ability to meet all hiring requirements including passage of a drug screen.

Ability to obtain and maintain required certifications, including Emergency Medical Dispatching, Law Enforcement Dispatch, Fire Safety Dispatch, IDACS/NCIC computer systems, and CPR/First Aid/First Responder. Ability to complete Public Safety Telecommunicator Course.

Thorough knowledge of and ability to make practical application of Department policies, procedures, rules, and regulations.

Thorough knowledge of community geography and police jurisdiction/boundaries.

Practical knowledge of area law enforcement, EMS, and fire demands and proper procedures for receiving calls and dispatch of emergency and non-emergency personnel. Ability to accurately use/understand emergency code terminology and quickly, clearly, and calmly respond during stressful situations, making immediate decisions that directly affect human lives.

Working knowledge of standard English grammar, spelling, and punctuation, and ability to prepare documents.

Working knowledge of standard filing systems and ability to create and maintain Department files.

Ability to speak clearly and distinctly, hear and be heard/understood when communicating in person, by radio, or by telephone.

Ability to operate standard office and dispatch equipment, including computer, calculator, printer, copier, fax machine, security camera, jail control panel, interlock door system, radio, and vehicle.

Ability to effectively communicate orally and in writing with co-workers, other County and City departments, courts, Town Marshalls, Red Cross, law enforcement, public safety and community service agencies, utility companies, cell phone and alarm companies, schools, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to deal swiftly, rationally, and decisively with individuals in precarious situations and take authoritative action applying appropriate discretion and common sense.

Ability to perform essential functions of the position without posing a direct threat to the health and safety of self and other individuals.

Ability to use and understand area maps, obtain and apply knowledge of applicable local, State, and federal laws, codes, ordinances, and accepted law enforcement procedures, and condense large amounts of information into coherent typed remarks.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with hostile/irate persons.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain, and carry out oral and written instructions and present findings in oral or written form.

Ability to testify in legal proceedings/court.

Ability to work alone with minimum supervision and with others in a team environment, work on several tasks at the same time, and work rapidly for long periods, occasionally under time pressure.

Ability to count, compute, perform arithmetic operations, fabricate/compare/compile/classify data, analyze/observe data, and take action based on data analysis.

Ability to file, post, mail materials, plan and layout assigned work projects, and apply knowledge of people/locations.

Ability to work regularly work weekends and serve on 24-hour call on rotation basis and occasionally work extended, irregular, and/or evening hours and travel out of town for training, sometimes overnight.

Possession of a valid driver's license and demonstrated safe driving record.

## **II. RESPONSIBILITY:**

Incumbent performs standardized tasks according to well-established practices and procedures with assignments and objectives set jointly by immediate supervisor and incumbent. Incumbent's work is primarily reviewed in progress for compliance with Department policies and procedures and soundness of judgment. Errors are primarily detected or prevented through prior instructions from supervisor and notification from other departments/agencies/public. Work errors may result in endangerment to self/others, possible loss of life, damage to equipment/property, embarrassment to employer, work delays in other departments/agencies, and/or inconvenience to other agencies/public.

## **III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with a variety of individuals, including co-workers, other County and City departments, courts, Town Marshalls, Red Cross, law enforcement, public safety and community service agencies, utility companies, cell phone and alarm companies, schools, and the public, for the purposes of giving and receiving information, rendering service, and negotiating.

Incumbent reports directly to Chief Deputy.

**IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a dispatch communications center, involving hearing sounds/communication, speaking clearly, sitting for long periods, sitting/walking at will, lifting/carrying/pushing/pulling objects weighing under 25 pounds, reaching/bending, crouching/kneeling, keyboarding, close vision, handling/grasping objects, color/depth perception, driving, and frequent exposure to stressful situations associated with emergency requests for assistance. Incumbent may be exposed to hostile/irate individuals and work in confined and noisy environment.

Incumbent regularly works weekends and serves on 24-hour call on rotation basis and occasionally works extended, irregular, and/or evening hours and travels out of town for training, sometimes overnight.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Dispatcher for Central Dispatch describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name