

DISPATCHER DUTIES

****THESE ARE EXAMPLES OF SOME OF THE DUTIES AND MAY NOT BE ALL INCLUSIVE OF ALL DISPATCHER DUTIES****

THIS POSITION IS STAFFED 24/7/365 AND ALL DISPATCHERS ARE EXPECTED TO BE ABLE TO WORK ANY/ALL SHIFTS, INCLUDING WEEKENDS AND HOLIDAYS.

A. OPERATE/MONITOR ALL PHONE SYSTEMS

1. Answer all non-emergency phone lines always remain professional, courteous
2. Answer all emergency phone lines providing prompt and accurate service to caller and dispatch for caller.
3. Operate TDD feature, when necessary.
4. Transfer calls to extensions or cell phones, when necessary.

B. DISPATCH/MONITOR ALL EMERGENCY SERVICES

1. Provide prompt and accurate dispatch to all emergency services.
2. Any calls that have a delay of more than 2-3 minutes require an explanation in the narrative of the call.
3. Closely monitor radios, regardless of whether traffic is directed to dispatch or not.

C. OPERATE/MONITOR IOWA/NCIC

1. Once certified, access IOWA/NCIC to acquire information requested by law enforcement.
2. Operate/Monitor IOWA/NCIC for any information that may be pertinent to our county.
3. Enter and perform secondary reviews of warrants, missing persons, stolen vehicles, guns and articles. File paperwork according to policy.
4. Modify and cancel entries when required.
5. Monitor for, and send, teletypes, administrative messages and hit confirmations and dispatch accordingly.
6. Rebroadcast when needed.
7. Troubleshoot problems and handle accordingly.

D. OPERATE/MONITOR TAC 10 CAD/RMS

1. Access and operate CAD and RMS.
2. Enter and monitor all call for service entries.
3. Update information in person, business and vehicle files as necessary.

E. OPERATE/MONITOR RADIOS / PAGERS

1. Operate and monitor all radio functions.
2. Monitor pager to ensure all pages are sent out correctly.
3. Operate Dical monitor to send pages and messages, as necessary.
4. Broadcast messages to other units/agencies, as necessary.

F. OPERATE/MONITOR ALARMS

1. Operate and monitor Sheriff's Office fire alarms.
2. Operate and monitor Sheriff's Office generator alarms.

G. OPERATE/MONITOR OTHER OFFICE EQUIPMENT

1. Operate/monitor copy/fax/printer.
2. Operate/monitor weather equipment.
3. Operate/monitor back-up equipment.
4. Operate consoles.
5. Operate/monitor cameras and doors throughout the Sheriff's Office.

H. PERFORM OTHER 911 RELATED TASKS AND DUTIES

1. Perform beginning duty tasks. Examples are: reading or receiving turnover, arriving and clocking in on time with enough time to receive turnover.
2. Perform end duty tasks. Examples are: giving oncoming dispatchers turnover, making sure all of your call files are completed, clean your work and break areas, file all needed paperwork, clock out.
3. Dispatchers report directly to a Communications Supervisor or Senior Dispatcher in the absence of a Supervisor. All Dispatchers will follow chain of command. The Supervisor will interact with the Senior Dispatcher. Should any adverse action be required (such as suspension or termination), the Sheriff will handle that action.
4. Perform any other 911 related job that needs to be done when it is deemed necessary by the Communications Supervisor or Sheriff.