

**POSITION DESCRIPTION
COUNTY OF CASS, INDIANA**

POSITION: Dispatcher
DEPARTMENT: E-911
WORK SCHEDULE: 12-hour straight shift – 40 hour week
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: December 2009 **STATUS:** Full-time
DATE REVISED: June 2023 **FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Dispatchers are in a position as public safety professionals, with the primary assignment of performing work in the protection of life, property, and environment through emergency communications/dispatching services. The Dispatcher is an employee of Cass County and hired by the E-911/Communications Director.

Incumbent serves as Dispatcher for Cass County Central Dispatch, responsible for receiving incoming emergency and non-emergency calls, dispatching appropriate response units, providing pre-arrival instructions: medical, police, and fire, arranging resources for first responders as required, and maintaining various computer/paper files.

Incumbent reports directly to the Assistant Director.

DUTIES

Duties and responsibilities are intended to be descriptive and not restrictive. An individual performing in the classification may perform any of the duties listed, however, these examples do not include all duties that an individual may be expected to perform.

Receives emergency calls, gathering maximum essential information in minimum amount of time, determines appropriate response and dispatches emergency response personnel using Computer Aided Dispatch (CAD). Provides emergency medical instructions to callers as need prior to arrival of emergency personnel.

Be able to remain emotionally unattached in situations.

Receives incoming non-emergency/information-related calls, determining nature of call, responding to inquiries, routing caller to appropriate individual/department.

Dispatches other agencies/departments as needed.

Manages radio communications.

Have exceptional speaking/listening skills.

Working knowledge of the English language, including grammar, spelling, and punctuation.

Operate a Computer Aided Dispatch (CAD).

Maintain and track current status of all police, fire, EMS, and any other responder in the field.
Dispatching backup units and other emergency personnel as needed.

Conduct monthly tornado siren tests.

Verifies and/or enters, IDACS/NCIC information on computer.

Receives and transmits computer messages.

Performs routine computer/data system maintenance.

Maintains various files, such as: protective orders, adult/juvenile probation lists, and county/city ordinances.

Maintains a clean and orderly work area.

Participate in training; attend classes, and other activities pertinent to the position.

Be assertive, professional, self-confident, and mature.

Be dependable and reliable.

Be able to work both independently and as part of a team.

Occasionally works extended/irregular hours

Performs related duties as required.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Possession of or ability to obtain and maintain all required certifications.

Ability to pass a drug screen.

Not have been found guilty of any felony charges.

Ability to pass FBI criminal history screening and local background check.

Possess a valid driver's license with a demonstrated safe driving record.

Ability to type with speed and accuracy (35 wpm) and effectively operate equipment, including printer, fax, scanner, E-911 system, computerized telephone system, two-way radio, weather radio, paging system, and shredder.

Ability to condense large amounts of information into coherent typed remarks, as well as use and understand a variety of acronyms and codes.

Ability to remain calm and even-tempered.

Working knowledge of the geography and the operational policies/procedures and the jurisdictional authority.

Knowledge of and ability to read maps.

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

Ability to compile, analyze, and evaluate data, make determinations, and act based on data analysis.

Ability to establish priorities and accomplish multiple tasks with limited time.

Ability to understand and comply with the rules and regulations which affect his/her job.

Ability to learn from mistakes and make the proper corrections.

Ability to work irregular and/or extended hours.

II. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other county departments, police and fire personnel, emergency services, public safety agencies, wrecker services, etc. and members of the public for the purposes of giving and receiving information and rendering service.

III. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in an office environment, involving sitting/walking, keyboarding close vision, seeing printed materials, hearing sounds/communication and speaking clearly. Incumbent is frequently exposed to stressful situations associated with emergency requests for assistance and typically performs duties in a restricted seated position with little or no opportunities for breaks during shift.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Dispatch for Cass County 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