



VACANCY

***APPLICANTS:** Please complete a 911 application (this can be found online under the human resources dept.) and return to tlee@co.shelby.in.us or deliver to the 911 Center at 107 W. Taylor Street. (Inside the Criminal Justice Building)

POSITION: 911 Telecommunicator/Dispatcher – **Full-time** (*Multiple positions*)

LOCATION: 911 Communications Center

NUMBER OF HOURS: As assigned.

12-hour shift(s) with every other weekend off.

Will work 36 hours 1-week and 44 hours the next week.

Must be able to work 6:30 p.m. to 6:30 a.m.

Possibility of day shift from 6:30 a.m. to 6:30 p.m. Will be assigned a specific shift after training is complete. Will discuss more during interview.

DUTIES: See position description below.

REQUIREMENTS: See position description below – Previous experience preferred *but not required*.

PAY RATE: \$26.18/hour *without* prior 911 dispatch experience.
\$26.81+ with prior certified 911 dispatch experience/lateral transfers. Shift premium pay for 6:30 pm to 6:30 am \$1.00/hr.

BENEFITS: Medical with use of health clinic, Prescription, Health Savings Account, Employee Assistance Program, Dental, Vision, Basic Life, and Perf retirement will be available after applicable waiting periods per plan documents. Vacation, Sick, Personal, Bereavement, Parental leave and paid Holidays available per county handbook.

POSITION BEGINS: To be determined.

APPLICATION DEADLINE: Open until filled.

All applicants considered for hire must go through a criminal history and thorough background check and drug screen. If you are selected for an interview, additional information will be provided at that time, and you may be required to complete a full application to proceed in the hiring process. EOE

The position description may be found on the following pages.

POSITION DESCRIPTION
COUNTY OF SHELBY, INDIANA

POSITION: 911 Telecommunicator/Dispatcher
DEPARTMENT: 911 Communications Center
WORK SCHEDULE: As assigned – Days, Evenings, Midnights, Weekends
JOB CATEGORY: Civilian POLE
STATUS: Full Time
FLSA STATUS: Non-exempt

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

Incumbent serves as 911 Telecommunicator for the Shelby County Communications Center responsible for receiving emergency and non-emergency calls and taking appropriate action, including dispatching information to various response units.

ESSENTIAL DUTIES:

Receives emergency calls, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches emergency personnel accordingly. Receives/screens non-emergency calls, determines nature of call, responds to inquiries, routes caller to appropriate person and/or takes messages.

Monitors radio frequency activities of various other law enforcement and public safety agencies within the county and surrounding counties. Notifies and/or dispatches local emergency personnel as situations demand, using computer-aided dispatching system. Regularly communicates with field units, assessing unit safety and need for backup, dispatching backup units and other emergency personnel as necessary.

Verifies, enters, maintains, documents and retrieves IDACS/NCIC information for county and other law enforcement and related departments/agencies. Receives/transmits computer teletypes pertaining to, but not limited to, criminal histories, driver's licenses, vehicle registrations, gun permits, runaways, missing persons, and stolen property.

Enters/maintains accurate computer records/logs of warrants served/recalled, and of radio traffic calls, assigning unit(s), following up on disposition of call and entering on computer.

Maintains complete and accurate log of all radio traffic calls, complaints, assigns case number, follows up on disposition of call and enters information into computer.

Dispatches wreckers per Officer request.

Notifies appropriate officials, and specialized teams of impending emergency situations, including weather, road, bridge, and school closings and disasters. Assists in arranging roadblocks and evacuation of citizens as situations demand.

Assists Officer in making arrangements for juveniles and maintains accurate records and documents of run-a-ways within the county.

Regularly tests and activates all weather monitors and sirens in the event of an emergency.

Attends regular staff meetings, periodically attends prescribed training programs for certification in specialized law enforcement areas.

Keeps dispatch center in clean, tidy manner.

Performs related and/or other duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

A high school diploma or GED, and ability to acquire/maintain required certifications, including IDACS/NCIC computer systems, and CPR. Previous experience preferred but not required.

Working knowledge of and ability to make practical application of department policies, procedures, rules, and regulations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to maintain detailed records as required.

Practical knowledge of area law enforcement, EMS and fire demands, and ability to physically perform the essential duties of the position, including above average split-ear hearing, sitting/operating a computer for long periods with little or no opportunity for breaks during shift, lifting/carrying objects weighing less than 25 pounds, reaching, bending, close vision, handling/grasping/fingering objects.

Ability to meet all department hiring and retention requirements, including incumbent not posing a direct threat to the health and safety of other individuals in the workplace.

Ability to effectively communicate orally and in writing with co-workers, other county departments, law enforcement agencies, public safety departments, other agencies and the public during varied situations, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to receive and dispatch calls and take authoritative action as situations demand, including calmly and professionally obtaining appropriate information and taking control of hysterical, hostile, and/or uninformed individuals in stressful/emergency situations.

Ability to use and understand area maps, acronyms and codes, and condense large amounts of information into coherent typed remarks.

Ability to type with speed and accuracy and properly use various equipment, including radio console, computers, printers, copier, door controls and alarms, fax machine, paging systems, and Telecommunications Device for the Deaf (TDD).

Ability to provide public access to or maintain confidentiality to 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 written and oral instructions, and present findings in oral or written form.

Ability to work alone and with others in a team environment with minimum supervision.

Ability to work rapidly for long periods, work on several tasks at the same time, and complete assignments effectively amidst frequent distractions and interruptions.

Ability to work extended, and/or irregular hours.

II. RESPONSIBILITY:

Incumbent performs a wide variety of communications duties according to established department policies and police procedures, making independent decisions and taking authoritative actions in response to situational demands. Errors in decision or work are detected through resulting adverse effect and may lead to loss of life to co-workers or public, and/or have detrimental effects upon department and inconvenience to members of the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other county departments, law enforcement agencies, public safety departments and agencies, and the public, primarily for purposes of receiving and responding to calls, and dispatching personnel. Incumbent regularly engages in non-routine contact with callers requesting emergency assistance in situations that may jeopardize public safety.

Incumbent reports directly to 911 Communications Director or designee.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in central control, within a jail facility, involving above average split-ear hearing, sitting for long periods with little or no opportunity for breaks during shift, lifting/carrying objects weighing less than 25 pounds, reaching, bending, close vision, handling/grasping/fingering objects, speaking clearly, and hearing sounds/communication, and frequent exposure to stressful situations associated with emergency requests for assistance.

The above position description is not to be construed as an exhaustive list. Other duties associated with the position may be assigned.