

HARDIN COUNTY FISCAL COURT
E-911 Dispatcher Job Description
(Updated November 27, 2007)

JOB SUMMARY

Under the general direction of the E-911 Director, the dispatcher receives, interrogates, evaluates, dispatches, and documents emergency and informational calls received at the Hardin County E-911 Center. The dispatcher is responsible for determining what action is to be taken, what special requirements are demanded, dispatching appropriate agencies, monitoring radio traffic, and documenting and recording information related to the event.

MAJOR ESSENTIAL DUTIES

Major duties include, but are not limited to:

- Receives and processes incoming informational and emergency calls.
- Accurately processes caller's information, evaluates situations and determines appropriate action needed based on standard operating policies, procedures and guidelines.
- Documents and records any and all pertinent information pertaining to the event in the computer aided dispatch system.
- Dispatches required emergency services to incident and relays available information or refers caller to the appropriate agency via direct connect or providing caller with a telephone number to the agency needed.
- Monitors radio traffic of all in-service units and responds to specific requests or needs.
- Enters data, checks/validates entries, and runs queries in the National Crime Information Center (NCIC) and Law Information Network of Kentucky (LINK).
- Queries local court or public safety systems for related information.

MINOR ESSENTIAL DUTIES

Minor essential duties included, but are not limited to:

- Set up and organize files, keep files up-to-date, distribute information as needed.
- Update existing databases on a regular basis.
- Maintain the dispatch work area in a neat and orderly manner.

QUALIFICATIONS

Experience and Education

- The position of E-911 Dispatcher requires a minimum of a high school diploma or its equivalent. Verification of education must be provided through copies of transcripts and diplomas.
- Dispatching experience in a Public Safety Answering Point (PSAP) is desired but not required.
- Customer service or complaint resolution experience desired but not required.

Language Skills

The E-911 Dispatcher will have the ability to:

- Read, write, speak, and understand the English language.
- Read, analyze, and interpret policies, procedures, professional publications, government regulations, and legal documents.
- Respond to sensitive inquiries or complaints from the general public in a mature and professional manner.
- Have strong oral, written, and listening skills.
- Prepare reports and correspondence.

Reasoning Ability

The E-911 Dispatcher will have the ability to:

- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret an extensive variety of complex and technical information, and instructions.
- Solve practical problems, and deal with several abstract and concrete variables.
- Make reasonable decisions that serve the best interest of both Hardin County and its citizens.

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license.
- Current Kentucky certification in Basic Telecommunications is desired but not required. If not certified, employee must complete the four week Basic Telecommunicator Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, within one year of employment.
- Eight hours in-service training must be completed annually.

Other Knowledge, Skills and Abilities

The E-911 Dispatcher must have the ability to:

- Display mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees.
- Work well with other related state, county and municipal departments both within and out of Hardin County.
- Communicate both over the phone and radio in a clear and distinct manner that is easily understood by the receiving party.
- Multi-task, including receiving and referring a high volume of telephone/radio communication in a busy and/or hectic work environment.
- Maintain a calm, professional demeanor under both stressful and undesirable circumstances. The dispatcher must be able to think clearly and act promptly in emergencies situations and under pressure.
- Work effectively and efficiently in a moderate to high noise level work environment.
- Type 40 words per minute and have advanced computer skills as well as good hand-eye coordination.
- Have a thorough geographic knowledge of Hardin County.

PHYSICAL DEMANDS

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must maintain physical ability to perform the job as required or determined by a periodic physical exam. This policy will not infringe on rights provided by the American disabilities Act.

While performing job duties, the employee could reasonably be expected to:

<u>Regularly (over 2/3 of regular work day)</u>	<u>Occasionally (under 1/3 of regular work day)</u>
Sit	Stand or walk
Talk or hear	Reach with hands and arms
Use hands to type, handle paper, etc.	Lift and/or move up to 25 pounds
Focus on computer screens	Drive a vehicle

Vision requirements include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.

SPECIAL REQUIREMENTS

- Must be a citizen of the United States.
- Must submit to and pass a thorough background investigation. This investigation may include inquiry as to credit history, morality, criminal records, medical records, and character of the applicant.
- Must not have been convicted of a felony offense or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis).
- Must submit to being fingerprinted.
- Must submit to a pre-employment polygraph test.
- Must submit to a pre-employment psychological suitability screening.
- Must submit to and pass a pre-employment drug screening test.
- Must submit to and pass a pre-employment physical exam and audiogram.
- Must be able and willing to work varied shifts and be available for overtime when necessary.
- Must be a law abiding citizen of high moral character and integrity.

Comments

Displaying positive communication, objectivity, a willingness to solve problems, and a commitment to serve the County’s best interests is expected. All county employees must adhere to applicable provisions of the Personnel Policy Manual, Hardin County Administrative Code, Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities and remain free of felony convictions.

Date Approved: _____

Hardin County Judge/Executive