AUGLAIZE COUNTY

An Equal Opportunity Employer

POSITION DESCRIPTION

Agency:	Sheriff's Office	**Employee Name:**	
Class Title:	Communications Technician 1	**Position Title:**	Dispatcher
Class Number:	52411C	**Position Number:**	
Dept./Div.:	Sheriff	**Civil Service Status:**	Classified
Unit:	Communications	**Employment Status:**	Full-time
Reports To:	Dispatch Supervisor	**FLSA Status:**	Nonexempt
EEO Status:	(06) Administrative Support	**DOT/O*Net Code:**	379.362-010
		Normal Work Hours:	40 hours per week

GENERAL DESCRIPTION:
Under the general direction of the dispatch supervisor, dispatches police and emergency vehicles to scenes.

QUALIFICATIONS: An example of acceptable qualifications:
Completion of secondary education (high school or GED), plus five (5) months communications experience; or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities.

LICENSURE OR CERTIFICATION REQUIREMENTS:
Must possess or be able to obtain Emergency Medical Dispatch (EMD); L.E.A.D.S. and NCIC certification; Must possess a valid Ohio driver's license and maintain insurability under the county's insurance policy; State of Ohio Notary Public.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.
Communications equipment, telephones, personal computer, department vehicles, computer software (e.g., Microsoft Excel, computer aided dispatch (CAD), CMI, etc.), printer, copy machine, fax machine, and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); uses or works in proximity to the use of firearms; has contact with potentially violent or emotionally distraught persons; works in or around crowds; will have exposure to criminal behavior such as theft, murder, rape, and child pornography, and the people who are charged and convicted of those behaviors.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

In cases of emergency, unpredictable situations, and/or department needs, the employee may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

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JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

55% (1) Operates communications system to receive and transmit messages to appropriate personnel regarding safety services; dispatches appropriate personnel to calls for service; maintains contact and provides information to coordinate on-site activities of personnel; operates L.E.A.D.S. computer to send and receive messages and/or request and receive law enforcement data in accordance with established procedures; receives and transmits calls for support services (e.g., hospital notification, wrecker services, utility/maintenance personnel, etc.); receives complaints from public and collects information regarding crimes, accidents, or other emergency situations in progress and relays information to appropriate personnel; receives and screens emergency telephone calls; responds to questions from victims, complainants, law enforcement officers, EMS, etc.; enters and retrieves information into and from computers; monitors alarms; monitors communications from law enforcement officers, emergency medical technicians, public utility employees, etc. to coordinate services.

20% (2) Performs recordkeeping functions including preparing and maintaining information of a sensitive or confidential nature; maintains record of communications (e.g., broadcasts; complaints received; telephone call records; etc.); conducts criminal history checks using computer system as requested by law enforcement and jail personnel.

20% (3) Assists/greets public (e.g., answers general inquiries, provides general information, directs public to proper authority, etc.).

(4) Maintains required licensures and certifications.

(5) Demonstrates regular and predictable attendance.

(6) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

(7) Attends professional education and training sessions, seminars, and workshops as directed.

OTHER DUTIES AND RESPONSIBILITIES:

5% Performs other duties as required.

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MINIMUM ACCEPTABLE CHARACTERISTICS: (* indicates developed after employment)

Knowledge of: FCC rules and regulations*; L.E.A.D.S. computer operations*; public safety radio dispatching procedures; manpower planning; employer policies and procedures*; department goals and objectives; supervisory practices and procedures; law enforcement procedures and techniques applicable to assigned duties*; records management; safety practices and procedures*; computer aided dispatching (CAD) software; Microsoft Excel; government structure and process; public relations.

Skill in: typing; computer operation; use or operation of computer software (e.g., Microsoft Excel, computer aided dispatch (CAD); CMI; etc.); use of dispatch equipment; use of modern office equipment; motor vehicle operation.

Ability to: exercise independent judgment and discretion; read, copy, and record figures accurately; calculate fractions, decimals, and percentages; prepare and maintain accurate, concise reports and records; proofread technical materials, recognize errors, and make corrections; respond to routine inquiries from public and/or officials; communicate effectively; understand a variety of written and/or verbal communications; gather, collate, and classify information about data, people, or things; maintain records according to established procedures*; develop and maintain effective working relationships; cooperate with coworkers; handle sensitive inquiries from and contacts with officials and general public; safeguard information of a sensitive or confidential nature; travel to and gain access to work site.

POSITION NUMBERS AND CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED:
None.