

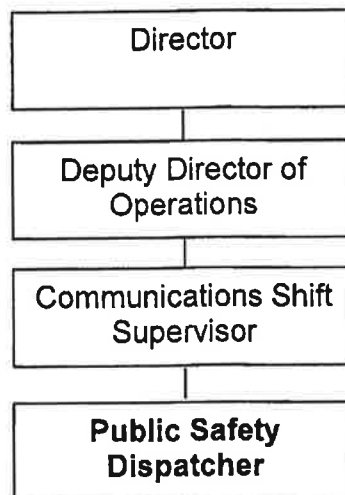
911 COMMUNICATIONS JOB DESCRIPTION

POSITION TITLE: Public Safety Dispatcher

POSITION SUMMARY:

Responsible for providing the citizens and public safety agencies of Lake County Indiana with the highest quality of service by ensuring safe and efficient screening and processing of emergency and non-emergency calls for service. Incumbent serves as Telecommunicator for Lake County Emergency Communications (LCEC), responsible for monitoring incoming emergency calls and dispatching information to appropriate response units.

REPORTING RELATIONSHIP:



ESSENTIAL FUNCTIONS:

Function#1: Operates all radio consoles and ancillary equipment providing appropriate command, control and support information to public safety responders. Dispatches law enforcement and fire personnel in adherence with established policies and procedures. Tracks and documents current status of personnel and equipment dispatched.

Function#2: Answers incoming emergency calls for service and obtains required information for a safe, efficient emergency response. Enters all information regarding the incident into the Computer Aided Dispatch (CAD) System.

Function #3: Answers non-emergency and administrative calls for service, obtains pertinent information from the caller and responds to requests for information or makes referrals as appropriate.

Function #4: Operates the Lake County IDACS computer system; providing support to authorized public safety personnel and agencies in accordance with local, state and federal regulations.

Function #5: Enters wanted/missing persons and stolen articles and guns into record system. Completes secondary review of warrant entry and assists in warrant validation. Enters emergency orders of protection and complete modifications to orders of protection as required by the State of Indiana.

OTHER RESPONSIBILITIES:

Provides self-help pre-arrival instructions to callers with established priority dispatch protocols.

Maintains various forms, logs, dispatch related information, teletype messages, reports and other files and records according to established procedures.

Maintains awareness of surrounding activities in the communications center involving other Dispatchers and provides appropriate backup assistance as needed.

Performs operator trouble-shooting and maintenance of console equipment and workstation furniture.

Participates in special projects and assignments that are directly related to the mission operations and/or maintenance of the Center.

Performs other duties as directed or as the situation dictates.

DECISION MAKING:

The position requires the ability to make multiple decisions under significant pressure and stress, often with little or no notice. Emergency decisions may affect the health and well-being of others.

PHYSICAL REQUIREMENTS OF THE POSITION:

- Work is generally performed indoors in an office setting.
- Work requires long-periods of sitting and the employee may be faced with handling high-paced work while being exposed to stressful situations.
- The ability to remain calm and handle situations that may create significant stress.
- Little or no lifting, standing or walking.
- Vision abilities required include close vision, the ability to adjust focus, and the ability to distinguish colors.
- Position requires the ability to work overtime, varied shifts, holidays and weekends.

RESPONSIBILITIES FOR RESULTS:

The position is responsible for assuring accurate emergency dispatch services, a high level of customer service, and support to emergency responders.

EMPLOYMENT/CERTIFICATION REQUIREMENTS:

- Be a citizen of the USA
- Be at least 18 years of age
- High school diploma or GED required.
- Not have been found guilty of any felony charges
- Have touch typing skills of at least 35 wpm
- Pass background investigation
- Must be able to obtain certifications in specialized areas such as: IDACS, CPR, Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (EPD)

WORK EXPERIENCE:

A work history with a strong customer service background and multi tasking is preferred. Previous public safety dispatching experience is desirable.

KNOWLEDGE/SKILL:

- Knowledge of and/or the ability to learn street locations and common places in Lake County, Indiana and its communities and the ability to read maps to determine exact locations for dispatch.
- Ability to learn the operation of the Communications Center equipment, including, but not limited to, the County radio system, input and retrieval procedures for the Computer Aided Dispatch system, IDACS computer system, the enhanced 911 system, and the geographical mapping system.
- Ability to learn policies, operating procedures and methods utilized in the operations of the Communications Center.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to perform job duties efficiently while managing frequent interruptions.
- Ability to deal tactfully and efficiently with the general public, governmental officials, law enforcement, fire and EMS agencies, supervisors and co-workers.
- Ability to maintain a courteous and professional demeanor when dealing with the general public, all public safety personnel and coworkers.
- Ability to respond rapidly, effectively, and exercise sound judgment in emergency situations, maintain the emotional composure necessary to organize work and maintain a high level of productivity during periods of stress or high activity.
- Ability to handle and maintain information of a confidential and sensitive nature.
- Ability to perform duties with a keen sense of accuracy and attention to detail.
- Ability to follow oral and written instructions.
- Ability to work irregular and/or extended hours as required.