

# Morgan County 911

## Job Description

<b>Job Title</b>	<b>Dispatcher</b>
<b>FLSA Designation</b>	<b>Non-exempt</b>
<b>Pay Grade</b>	<b>\$33,607 - \$49,353</b>
<b>Effective Date</b>	<b>October 1, 2014</b>

### General Statement of Duties

Serves as a Dispatcher for the Morgan County Emergency Management Communication District (MCEMCD); performs related work as required.

### Distinguishing Features of the Class

Under immediate supervision, answers and processes incoming emergency requests, enters information in the prescribed format into the Computer Aided Dispatch (CAD) system; dispatches police, fire and ambulance resources. This is an entry level position. Reports to the Dispatch Supervisor.

### Examples of Essential Work (Illustrative only)

- Receives structured classroom and on-the-job training to increase the level of competence to that of a journey-level public safety Dispatcher.
- Answers the telephone and receives emergency and non-emergency requests for assistance; evaluates the information and creates a CAD system event or transfers the call to the proper emergency service provider, or provides information to the caller.
- Operates a CAD system, video display terminals, a telephone system and other associated equipment.
- Dispatches police, fire and ambulance personnel utilizing the CAD system, and radio equipment for both routine and emergency calls.
- Maintains a familiarity with primary roads, streets, areas, major buildings, and industrial and public facilities within MCEMCD boundaries.
- Determines and reports the need for equipment repairs.
- May assist in the training of employees.
- Subject to being on call.
- Subject to having to return to work on short notice.

- Other duties as assigned.

### **Required Knowledge, Skills and Abilities**

- Ability to read, write, spell and speak in clear and concise English.
- Ability to learn correct telephone answering techniques, policies and procedures.
- Ability to learn correct public safety dispatching techniques, policies and procedures for law enforcement, fire and EMS.
- Ability to follow oral and written instructions.
- Ability to deal tactfully with the public and other employees.
- Ability to work in a confined area and wear a radio/telephone headset.
- Ability to remain calm during emergencies and to obtain relevant information from callers who are in stressful situations.
- Ability to learn to accurately enter information in the CAD system while receiving information by telephone and radio.
- Ability to learn and interpret computer and paper maps.
- Ability to learn radio codes and the phonetic alphabet.
- Ability to type at not less than 35 words per minute in clear text.
- Ability to learn primary roads, streets, areas, major buildings, and industrial and public facilities within the MCEMCD boundaries.

### **Required Special Qualifications**

- Must have a high school diploma or GED, and one year experience working in public contact employment.
- Ability to pass a full police background investigation and drug screening test.
- Ability to obtain ACJIC Terminal Operator certification.
- Ability to obtain Public Safety Telecommunicator 1 certification.
- Ability to obtain Emergency Medical Dispatcher certification.
- Ability to obtain CPR certification for infants, children, and adults.
- Possess a valid driver's license authorizing the operation of a motor vehicle within the state of Alabama.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodations, which permits the employee to communicate effectively in emergency situations;

- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate and monitor a computerized communications system;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a keyboard, several phone lines and other communications equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate in the communications center environment.

***“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.”***