



Winnebago County

*The Wave of the Future*

## JOB POSTING

<b><u>POSITION TITLE:</u></b>	<b>Dispatcher</b>
<b><u>LOCATION:</u></b>	Sheriff's Office
<b><u>HIRING RANGE:</u></b>	\$24.28-\$27.02/Hr.
<b><u>STATUS:</u></b>	Full time
<b><u>HOURS PER WEEK:</u></b>	40
<b><u>WORK HOURS:</u></b>	Varies – includes weekends

### **APPLICATION DEADLINE: Recruitment will be ongoing**

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

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## WINNEBAGO COUNTY POSITION DESCRIPTION *July 2022*

<b><u>POSITION:</u></b>	<b>Dispatcher</b>
<b><u>DEPARTMENT:</u></b>	Sheriff's Office
<b><u>PAY SCALE:</u></b>	Hourly

### **PURPOSE AND SUMMARY:**

Receives calls for emergency services and general information. Dispatches appropriate resources and provides coordination and communication during emergency and routine public safety operations.

### **ESSENTIAL FUNCTIONS:**

1. Dispatches calls for service to law enforcement, fire, emergency medical services (EMS), and emergency management. Gathers precise incident information from reporting persons, and uses reference materials and the Computer Aided Dispatch (CAD) system to provide supplemental information. Enters accurate information into CAD and ensures that the data is transmitted to the proper public safety agency. Understands the unique functions for all law enforcement, fire, and EMS operations within Winnebago County.
2. Demonstrates effective communication skills during periods of high stress, and maintains control and command through professionalism. Answers and routes telephone calls and messages to the proper public safety agency. Effectively communicates verbally, non-verbally, and in writing while remaining courteous and objective. Engages people without

arousing antagonism or causing situations to deteriorate or escalate. Is aware of the needs and expectations of other agencies/people and is assertive in attending to those needs.

3. Prioritizes multiple calls for service simultaneously and assesses situations to determine appropriate responding agency(s) and number of responding units to manage incidents. Interprets information from the TIME system and Crime Information Bureau (CIB) for law enforcement. Makes sound decisions based on General Orders, Directives, and past practice. Completes assignments independently and without close supervision. Isolates and identifies problems, evaluates alternative courses of action, makes logical decisions, employs good judgment, common sense, and knows when and what type of action is appropriate.

#### **ADDITIONAL ESSENTIAL DUTIES:**

1. Operates various software and hardware platforms to include CAD, the TIME System, voice recording systems, phone panel, radio console, weather radar, Emergency Medical Dispatch (EMD), paging systems, and telecommunication devices for the deaf.
2. Answers all radio, phone, and electronic requests in a professional and timely manner.
3. Relays appropriate information to ancillary services such as utility companies, wrecker services, railroads, and various other agencies as required.
4. Provides general information in response to non-emergency calls or refers calls to the appropriate agency.
5. Provides emotional stability during emergency situations for extended lengths of time in order to extract pertinent and detailed information from distraught callers.
6. Validates, updates, confirms, and cancels warrants, runaways, stolen vehicles, guns, articles and property in CIB and NCIC using the TIME system.
7. Completes and interprets warrant checks on individuals as requested by officers.
8. Assists local agencies with communication needs for special events.
9. Trains new dispatchers and provides an overview of the Communications Center to others as directed.
10. Performs all other related duties as assigned by the Communications Captain or designee .

#### **WORK RELATIONSHIPS:**

1. Reports to the Dispatcher In Charge.
2. Works closely with law enforcement, fire, emergency medical services, and emergency management.
3. Interacts regularly with the public.

#### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. High school diploma or equivalency required, plus related experience preferred.
2. Ability to obtain and maintain EMD and TIME system certifications.
3. Ability to type accurately at a speed of 35 words-per-minute.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of Sheriff's Office General Orders, Directives, and procedures.
2. Strong ability to manage multiple priorities simultaneously, while maintaining flexibility and adaptability.
3. Considerable ability to remain emotionally stable during emergency situations and extract pertinent detailed information from distraught callers.
4. Ability to orally communicate effectively, clearly, and precisely.
5. Ability to accept frequent feedback.
6. Ability to learn and use multiple complex computer programs such as CAD and the records management system.
7. Ability to read and record computer output data rapidly and accurately.

8. Ability to read maps and quickly identify locations.
9. Ability to work effectively with co-workers.
10. Ability to meet regular and predictable attendance standards.

**PHYSICAL REQUIREMENTS:**

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations which may rapidly change from those encountered in a normal office setting to those which are emergencies and highly stressful.
3. Ability to work at a computer for extended periods of time.
4. Ability to use standard equipment found in an office setting.