

## JOB POSTING

POSITION: DISPATCHER

DEPARTMENT: SHERIFF'S

SALARY: \$23.80 - \$26.49/HR.

POSITION PURPOSE: RECEIVES CALLS FOR EMERGENCY SERVICES AND GENERAL INFORMATION, DISPATCHES INFORMATION TO APPROPRIATE AGENCY AND PROVIDES COORDINATED COMMUNICATIONS DURING EMERGENCY AND ROUTINE PUBLIC SAFETY OPERATIONS.

POSITION IN ORGANIZATION: REPORTS TO COMMUNICATIONS DIVISION MANAGER

### MAJOR DUTIES:

1. Answers and routes telephone calls and messages to the proper public service agency in accordance with established procedures.
2. Obtains proper and precise incident information from the reporting person by following standard procedures thorough knowledge of the area or use of maps; enters information into the CAD System, verifying the address in order to ensure that the data is correct and transmitted to the proper public service agency.
3. Maintains a Computer Aided Dispatch (CAD) log during dispatched incidents.
4. Proficiently operate the TIME System which includes the ability to properly interpret printouts.
5. The ability to operate all Communication Center software and Equipment.
6. Regularly tests various equipment to maintain its normal operation.
7. Trains new dispatchers and provides an overview of the 911 center to others as directed.
8. Monitors radio traffic and responds when appropriate.
9. Runs Crime Information Bureau records for officers when directed and maintains a log of such.
10. Performs other related duties as assigned.

### PRINCIPAL ACCOUNTABILITIES:

1. Ensures all forms of oral and written communications received are understood and are accurately and efficiently relayed to the appropriate public service agency and/or personnel.
2. Provides accurate general information to the public in response to inquiries.
3. Ensures the policies and procedures of the Communication Center are carried out efficiently.
4. Ensures that there are an adequate number of personnel to cope with the situation at hand before leaving the communication center.
5. Ensures that users who call for help are helped with their problem and in a timely and efficient manner.
6. Ensures that all necessary documentation is properly maintained.

### GENERAL QUALIFICATIONS:

1. Strong ability to orally communicate effectively, clearly, and precisely.
2. Ability to type accurately at the rate of at least 35 wpm.
3. Ability to learn and follow precise office procedures and equipment use procedures.
4. React quickly and effectively to stressful situations.
5. Ability to extract pertinent detail information from distraught callers.
6. Ability to read and record computer output data rapidly and accurately.
7. Able to work evenings, weekends and holidays.
8. Ability to maintain Center security and confidentiality.
9. Ability to read maps and quickly identify locations.
10. Possess a high school diploma or its equivalency required plus related experience preferred.

11. Ability to work effectively with co-workers.
12. Ability to handle several tasks simultaneously.

PHYSICAL QUALIFICATIONS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a public safety environment which can at times be stressful.



MICHAEL J. COLLARD  
Human Resources Director  
Winnebago County Courthouse

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. This recruitment will be ongoing.