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# 911 DISPATCHER

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Rev7-13

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Department: Communications  
Reports To: 911 Dispatch Manager/911 Dispatch Lead

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## Position Summary

Under the supervision of the 911 Dispatch Manager, the 911 Dispatcher is a non-exempt position that performs specialized work in receiving and dispatching messages in the Communication Office. The employee in this position is responsible for operation of dispatch radios, computers, and telephone switches that receive and dispatch messages, a portion of which may be of an emergency nature. The 911 Dispatcher must act quickly, efficiently, calmly, and accurately in receiving, dispatching, and processing calls and in sending proper equipment and personnel. Work will be performed in accordance with established policies, rules, regulations, and practices of the Communication Office.

## Essential Functions

- \* Communicates on the radio or telephone and dispatches personnel and equipment for the sheriff, fire departments and ambulance;
- \* Maintains radio contact with department personnel at all times;
- \* Relays information to other agencies, as well as to other jurisdictions regarding fire, EMS or police matters;
- \* Answers all emergency telephone calls, operating 911 equipment, new enhanced equipment & software;
- \* Handles more than one 911 emergency at the same time;
- \* Trained to administer medical emergency care;
- \* Answers administrative calls for Sheriff's Department and other police departments during off hours;
- \* Checks radio equipment for operating defects and reports malfunctions;
- \* Assists in the maintenance of department records;
- \* Maintains and assigns Sheriff Departments case numbers;
- \* Works directly with the public in the absence of the Sheriff Secretary and after hours;
- \* Operates the jail system and surveillance of jail inmates, acts as matron for female prisoners;
- \* Contact weather watchers when severe weather conditions exist, constant monitoring of weather conditions during storms, work with NWS during warnings;
- \* Operates a variety of office equipment, including two computers and 3 printers;
- \* Runs vehicle and driver's license checks;
- \* Enters information into NCIC computer, run FBI, NCIC, KBI criminal history of subjects;
- \* Handle public relations calls from television, radio, newspaper;
- \* Entering and validating Misdemeanor warrants and Protection from Abuse papers into the statewide system.
- \* Entering NCIC imagery in NCIC entries.
- \* Operating CAMEO, MARPLOT and ALAHO programs.
- \* Operating TDD and TTY program
- \* Monitor the NAWAS (National Alternate Warning Alert System)
- \* Accessing information through the KCJIS Web Portal;
- \* CPR certified;
- \* Must be bondable to become a Notary.
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- \* This job description in no way states or implies that these are the only duties to be performed by the employees occupying this position. Employees may be required to follow other-job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.
  - \* Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

## **911 Dispatcher Emergency Communications**

### **Marginal Functions**

- \* Assists with training of new 911 dispatchers;
- \* Cleans communications center;
- \* Give tours of the communication center during assigned shift.
- \* Other related duties as deemed necessary or as assigned.

### **Minimum Position Requirements**

Experience: One to three years of clerical and dispatching experience. A minimum of 400 training hours before employee is able to work without immediate supervision or solo. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six months to one year in the position.

Education: High School diploma or GED. Must be certified on NCIC within six months of employment and recertified every two years. K.C.J.I.S. certified within six months; LINX 2010 certified every two years. EMD (Emergency Medical Dispatch) certified within 12 months of employment, recertified every 2 years and a required 24 CEU hours of training every 2 years. NIMS certified. Trained in TDD/TTY within 2 weeks of starting.

Skills: The ability to gain knowledge and understanding of law enforcement communication procedures and computer applications. The ability to gain knowledge and understanding of federal, state and local laws and ordinances. Excellent interpersonal and communication skills. The ability to handle multiple calls at one time under stressful conditions. The ability to receive, interpret and follow instructions. The ability to read and interpret weather information and teletypes. Ability to operate a typewriter, teletype, radio communications, telephone for deaf, CAD and other related dispatcher equipment. The ability to access information through the KCJIS Web Portal. The ability to operate CAMEO, MARPLOT and ALAHO programs. Familiarity with FCC rules and regulations and licensing procedures. Computer skills are mandatory: familiarity with Pictometry Mapping GIS, Word for Windows and Windows XP, Access and Excel. Must possess and maintain a valid Kansas Driver License.

Problem Solving: Frequent problem solving exists in this position. Problems include handling citizen complaints and inquiries under crisis situations, schedule conflicts, etc.

Decision Making: Frequent decision making exists in this position. Decisions include handling crisis situation while dispatching, and sending the correct equipment and personnel to the scene of an accident or crime.

Accountability: Employee does not have budgetary control of the E911 department, and will not participate in the annual departmental budget process. Employee is responsible for the Confidentiality of CHRI. Employee must be bondable to become a Kansas Notary. Employee must clear an III/FBI record check.

Supervision: Limited supervision is provided by the Dispatcher Supervisor, and, or, 911 Dispatcher Foreman. Job related decisions are occasionally reviewed. Employee does not have supervisory responsibilities over subordinate personnel.

Personal Relations: Frequent contact with the other county and city departments and continual contact with the general public.

Working Conditions: The majority of work is performed in an office environment. Hazardous conditions may arise when working with prisoners. Exposure to blood borne pathogens may occur when working with prisoners, also harassment and verbal abuse.

Physical Requirements: The ability to express or exchange ideas by means of verbal communication conveying and receiving detailed or important verbal instructions to and from other workers and the general public. The ability to sit at a computer for a long period of time. Picking, punching, typing or otherwise working primarily with the fingers rather than with the whole hand or arm. Ability to climb stairs and navigate narrow walk ways while carrying objects. Good hearing and clear speaking voice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. When acting as Matron for female prisoners, it may be required to use physical strength.