

<b>POSITION DESCRIPTION</b>		CSE, PT, FT	Range: 09-2080
Class Title: DISPATCHER		Position # 5270.252.	
Department: SHERIFF	Location: JAIL SHELL LAKE	Date: 2020	

**GENERAL STATEMENT OF DUTIES**

Performs a wide variety of responsible duties connected with the county wide communication system and emergency 911 phone system; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS**

The employee of this class serves as a Dispatcher taking and relaying messages and dispatching personnel and equipment by radio communication in response to crimes, accidents, fires, medical emergencies, etc. The employee in this class is responsible for the receipt and accurate transcription of messages by radio and telephone and for various clerical functions in the Sheriff's Department. The work is performed within the established guidelines and under the general supervision of the Jail Administrator and Sheriff.

An employee of this class is not assigned to perform active law enforcement duties and is not classified as a protective occupation participant under the Wisconsin Retirement System.

**EXAMPLES OF WORK** (Illustrative only)

- Operates a radio and telecommunication system with mobile patrols, municipalities and other emergency agencies on a county-wide basis;
- Learns and uses various national and state codes for dispatching;
- Operates teletype equipment to procure needed information;
- Answers incoming calls, dispatching County and Village squads;
- Maintains a log of radio calls as required by the FCC;
- May testify as witness in court proceedings;
- Types and files records and related forms;
- Dispatches officers and other emergency personnel to emergency situations;
- Assists individuals with registration of vehicles and deer kills;
- Monitor bank and private alarms;
- Performs data entry tasks in the computer system;
- Demonstrates professional, courteous customer service to clients and other staff, consistent with County Core Values;
- Performs other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Good knowledge of the operation and maintenance of a wide variety of police communication and information retrieval equipment; good knowledge of public safety functions and procedures; ability to quickly learn assigned duties; ability to establish and maintain an effective working relationship with fellow employees and the public; ability to keep accurate records and complete written reports; ability to type accurately at a reasonable rate of speed; ability to speak clearly and distinctly; ability to remain alert at all times, and react quickly and calmly in emergency situations; dependability, courtesy, tact and good judgment; have and maintain physical condition necessary to perform essential duties.

Knowledge of operating a wide variety of computer hardware and software systems. Enter and maintain all information (some being confidential) received, as required and directed, into the CAD and jail systems.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Some clerical experience, preferably including work as a Dispatcher or guard and completion of a standard high school course; and preferably supplemented by a related law enforcement, criminology or corrections training; or any equivalent combination of experience and training which provides the

required knowledge, skills and abilities.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in office settings. Hand-eye coordination is necessary to operate radios, computers, and various other pieces of office equipment.

While performing the duties of this job, the employee may frequently be required to stand; walk; use hands to finger, handle, feel, or operate objects, and reach with hands and arms. The employee may regularly be required to sit; stoop; kneel, talk or hear.

The employee may occasionally lift and/or move up to 50 pounds or more. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**SPECIAL REQUIREMENTS**

Must possess a valid State of Wisconsin driver's license or have the ability to obtain one.

**TOOLS AND EQUIPMENT USED**

Personal computers and peripherals including word processing, spreadsheet, database, standard office equipment including photocopiers, calculator; motor vehicle; telephone; voice mail, radios cleaning equipment and other related equipment.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may frequently travel between buildings, between floors, sheriff's department and court system.

The noise level in the office work environment is usually quiet to moderate and occasionally loud.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interviews and references check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Personnel/Benefits Director

\_\_\_\_\_  
Employee Signature

Revision History: 08/23/02; 3/05; 03/07