



Dispatcher

Position Summary

Under the supervision of the 911 Director and Assistant Coordinator, provides support to law enforcement, emergency medical services and fire personnel. Position requires ability to handle stressful work conditions; working under time pressure with serious consequences of error in crisis situations, tragedies, and emergencies; and ability to handle simultaneous incidents. Dispatchers are responsible for directing emergency responders to locations in need of assistance, advising responders of potentially dangerous situations, and aiding the general public in times of crisis. This position requires the ability and willingness to work a majority of time without direct supervision, while making sound judgement decisions.

Regular Duties Include:

- Effectively prioritize calls for service.
- Responding to radio traffic and recording transmissions with accuracy
- Answering incoming telephone inquiries and routing calls while efficiently and accurately logging all calls for service
- Dispatching police, fire, emergency medical services or utility services based on assistance needed
- Monitoring teletypes on weather, wanted persons, stolen vehicles, runaways, attempts to locate (ATL) databases
- Effectively and efficiently enter warrants and jail mittimus and protection orders
- Maintaining knowledge of the location of responders at all times
- Answering emergency 911 calls in a calm manner
- Activating tornado and emergency warning systems and alerts
- Make effective and timely notifications as required or directed.
- Effectively, efficiently, appropriately, and courteously utilize the department's phone system and interact with persons seeking assistance.



- Successfully employ the strategy of active listening in order to effectively and efficiently handle calls for service and other interpersonal activities.
- Efficiently, effectively, and properly utilize the National Crime Information Center (NCIC) system and the IOWA System to accomplish job tasks and responsibilities.
- Effectively, efficiently, and properly utilize the department's radio, phone, fire, EMS, 911, siren activation and record management systems to accomplish job tasks and responsibilities.
- Fully and accurately complete all required paper and on-line forms.
- Must be available to work any shift including evenings, nights, weekends and/or holidays depending on shift assignment, Must also work during times of inclement weather. Harrison County 911 Center is a 24/7/365 operation and must be staffed at all times.

Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six months of employment. Employee must pass the classes required for continued employment. Excellent verbal and written communication skills are required. Employee must be able to function calmly and effectively under high times of stress. Personal conduct and behavior (on-duty as well as off-duty) must be such that it does not bring disrepute or unnecessarily endanger the public's trust or confidence in the agency or its members.

This is an entry-level position. No previous experience is required.