

**UNION COUNTY, SOUTH CAROLINA  
JOB DESCRIPTION**

Department: Emergency Services / 911 Dispatch  
Job Title: 911 Dispatcher  
Pay Grade: C07  
Salary Range: \$34,708.44 - \$48,730.34

**GENERAL STATEMENT OF JOB**

Under direct supervision, receives in-coming emergency and non-emergency calls, and dispatches calls for law enforcement and other services to appropriate personnel in an accurate, timely and professional manner. Performs related tasks as required. Reports to the assigned E-911 Supervisor.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Answers in-coming emergency and non-emergency calls; enters into computer-aided dispatch system; provides assistance and information to callers.

Answers administration telephone lines; transfers calls to appropriate extension, pages personnel and takes messages as necessary.

Receives calls for various County departments; contacts on-duty personnel and dispatches calls.

Monitors and responds to radio communications for law enforcement, fire, EMS, Forestry, Wildlife and SLED agents; provides information and directions to officers in the field.

Monitors in-coming NCIC messages; prints and relays to appropriate staff person. Performs NCIC entries and inquiries.

Monitors alarms; notifies appropriate agencies and individuals of activated alarms.

Monitors weather conditions for Union County.

Answers in-coming calls on telephone for the deaf and disabled (TDD).

Initiates calls to persons at the request of officers; calls wrecker companies as directed.

Prepares and maintains accurate and complete dispatch records and documentation; prepares tape recordings of dispatch communications.

Enters / retrieves information into / from various computer systems and databases as needed; generates required reports.

Assists in maintaining department equipment and systems in proper working order; reports technical problems to appropriate personnel; tests equipment as required.

## DISPATCHER

Receives and responds to inquiries and requests for assistance from the public, other departments and agencies.

Performs general clerical / office duties as required, included but not limited to greeting and assisting office visitors, entering computer data, typing reports and correspondence, etc.

Maintains certifications and training as mandated.

Receives and reviews various incoming records, notices and reports from other law enforcement agencies.

Prepares and/or processes a variety of routine records, logs, lists, and other department documentation, including but not limited to NCIC records and reports, Crimestoppers log, warrant recall forms, 911 inquiry forms, tape request forms, wrecker reports, etc.

Refers to policy and procedure manuals, computer manuals, other technical manuals, directories, maps, etc.

Operates a personal computer, NCIC and SLED computers, computer-aided dispatch system, printers, telephones, radio console, copier, fax machine, two-way radio, telecommunications device for the deaf (TDD), paging system, security alarm monitors, etc.

Uses clerical and computer supplies, headsets.

Interacts and communications with the immediate supervisor, co-workers, other County personnel, law enforcement agencies, other emergency response agencies and personnel, and the general public.

### **ADDITIONAL JOB FUNCTIONS**

Performs general housekeeping duties as necessary.

Performs other related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent supplemented by some experience in switchboard or general clerical work, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Must have successfully completed required training and hold E-911, NCIC / SLED computer, Emergency Medical Dispatch and CPR certifications.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks involve the ability to exert light physical effort in sedentary to light work, which involves some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

## DISPATCHER

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and instructions from supervisor.

**Language Ability:** Requires the ability to read a variety of policy and procedure manuals, computer manuals, maps, etc. Requires the ability to enter data into computer and prepare records, reports, forms, lists, logs, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form. Requires the ability to make independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret information and the ability to comprehend and implement basic office machinery functions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give oral and written instructions. Must be able to communicate effectively and efficiently with persons or varying educational and cultural backgrounds, and in using radio, emergency medical and law enforcement terminology.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ration and proportion.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

**Manual Dexterity:** Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to tension as a regular, consistent part of the job.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

## **PERFORMANCE INDICATORS**

## DISPATCHER

**Knowledge of Job:** Is knowledgeable in the methods, polices and procedures of the County and department pertaining to specific duties of the Dispatcher. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the County and of related departments and agencies. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has the ability to provide efficient, effective and professional service to emergency response personnel, County departments and the public. Has knowledge of the methods and procedures of emergency communications, including E-911, NCIC / SLED and radio communications. Has knowledge of and skill n the use of communications equipment. Knows departmental rules and regulations regarding the use of radio equipment and of maintain contact with emergency response and various agencies. Has knowledge of the layout of the County roads and of the locations of various neighborhoods; s able to read, interpret and understand Couty maps. Is able to communicate via radio and telephone in a clear and concise manner. Is able to communicate effectively with members of the public and deal with the public in a professional manner. Is able to obtain accurate information when dealing with callers who are upset, afraid, injured, etc. Is able to transmit accurate information. Is able to give accurate direction over the telephone, providing the shortest route possible to emergency scenes. Has the ability to monitor alarm systems, taking appropriate action when activated. Has knowledge of modern office practices and equipment. Has knowledge of modern office practice and techniques; has knowledge of and skill in the use of computers for data processing and records management. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Has knowledge of principles and practices of record-keeping. Is able to read interpret various materials pertaining to the responsibilities of the job, Is able to take the initiative to complete the duties of the position with out the need of direct supervision. Is able to use independent judgement in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignment s and work activities. Is able to offer assistance to fellow employees as necessary Has the ability to learn and utilize new skills and information to prove job performance and efficiency. Has knowledge of the occupational hazards and safety precautions of the trade. Is capable of working under stressful conditions as required. Knows how to react calmly and quickly in emergency situations.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

DISPATCHER

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgement:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experience advice where appropriate and researches issues, situations and alternatives before exercising judgement.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning session and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**

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**Employee Signature**

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**Date**

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**Supervisor Signature**

\_\_\_\_\_  
**Date**