

ASHLAND COUNTY SHERIFF'S OFFICE JOB DESCRIPTION

Job Title:	Communications Officer
Position Type :	Permanent, Full-time
Purpose:	Dispatch appropriate first responders for emergency and non- emergency situations
Qualifications:	High school diploma*
Immediate Supervisor:	Communications Director
Supervises:	None

Responsibilities:

- Operate a multi-line telephone console system, alerting system, TDD system for the deaf and hearing-impaired, emergency siren warning system, texting, paging systems, copying, faxing and able to read and understand maps.
- Translate information into the appropriate codes.
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes.
- To follow and adhere to all federal, state, local and agency protocols, directives and guidelines on dispatching.
- Perform emergency medical dispatch and crisis intervention services.
- Ask vital questions and provide pre-arrival instructions for emergency medical calls.
- Efficiently monitor and operate radio console and computer equipment.
- Receive and respond to a variety of emergency and non-emergency services and complaints.
- Ask questions to interpret, analyze and anticipate the caller's situation so as to resolve problems, provide information, dispatch emergency services or refer callers to other agencies.
- Dispatch and coordinate the responses of public safety agencies.
- Identify appropriate number and type of equipment or apparatus and officers to dispatch.
- Enter and modify information into local, state and national computer databases.
- Monitor and respond to a variety of technical systems and alarms.
- Maintain a clean working environment including but not limited to: console work areas, monitors, chairs, floors, walls, restroom, sink, cupboards, windows and any other areas or offices within the communications division.
- To perform any other job related tasks that may be ordered or instructed by any supervisor.

Qualifications* - *Minimum requirements:*

- For most emergency communications officer/dispatcher positions, dispatchers must be at least 18 years old.
- Must possess a high school diploma or GED.
- Must possess a valid driver's license and no more than six points on their driving record and may not have any felony convictions.

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- Candidates for the position of dispatcher must also expect to undergo a number of interviews, a background investigation that meets all local, state and federal requirements, as well as a polygraph or computerized voice stress analysis examination (CVSA), drug screen, hearing test, a psychological test and a consultation with the staff psychologist.
- Expected to take a computerized pre-employment skills test which checks for skills in multitasking, decision making, reading comprehension, data entry, spelling and other items. This type of pre-employment testing is completed before a job offer is extended.
- Other minimum requirement for employment for a dispatcher includes the completion of a comprehensive training program for up to the first year of employment. This often includes classroom training and extensive, on-the-job training.
- Must successfully complete all training, required classes, updates to training, recertification such as but not limited to, EMD, FSD, LED, LEADS, CPR etc. in order to remain employed.

Working Conditions:

- This is an 'essential position'. In a state of emergency, a dispatcher is required to work their scheduled shift and may be required to work additional hours.
- Receives emotional calls from individuals in life and death situations including situations such as house fire, car crashes with injuries or fatalities, burglaries, etc.
- Multiple incidents happening simultaneously.
- Overtime may be required without notice. Working shifts and holidays will be required.
- Workload will be affected by sudden changes in weather conditions (tornados, flooding, quick snow accumulation, icy conditions, extreme heat affecting power outages, etc.
- Ongoing training is required with passing scores mandatory to retain position.

Knowledge of:

- Safety and Security: dispatchers must have knowledge of rules, regulations, and procedures, including safety procedures, such as CPR and first aid. Policies and procedures may refer to departmental policies and procedures related to emergency communications and disaster and special response plans.
- Customer Service: dispatchers must have knowledge and ability to provide excellent customer service.
- Telecommunications: dispatchers must have knowledge of telecommunications systems, which may include transmission, broadcasting, and switching systems, and computerized databases, including computer operations and procedures. Further, they must understand basic dispatch codes, as well as standard abbreviations and industry terminology commonly used by emergency medical services and law enforcement agencies.
- Geography: dispatchers must understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction, as well as the building facility at the Ashland County Sheriff's Office.

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Skills and abilities:

- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments and supervisors.
- The ability to use logic and reasoning to reach conclusions and approaches to problems efficiently.
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters in stressful situations.
- The ability to actively listen and communicate effectively through clear speech and hearing.
- The ability to follow instructions.
- The ability to write clearly and spell correctly.
- The ability to establish priorities and pass on information as needed.
- The ability to maintain accuracy and speed while entering CAD information, creating calls and dispatching calls.

Employee signature

Date

Supervisor signature

Date