



Hill County Sheriff's Office
Dispatcher
Starting at \$18.42 per hour
After 6 month probation \$19.16 per hour

Both full and part time positions open

- Yearly wage increases
- Health insurance – Individual or Family
- Paid sick time
- Paid vacation
- Holiday pay
- Overtime opportunities
- 30 year retirement plan
- Potential for promotions and specialized assignments

Applications can be picked up at the Hill County Sheriff's Office or for further information contact the Hill County Sheriff's Office at 265-2512.



HILL COUNTY

POSITION DESCRIPTION

AUGUST 2011

POSITION: Dispatcher

DEPARTMENT: Sheriff's Office

ACCOUNTABLE TO: Sheriff and Undersheriff

SUMMARY OF WORK: Performs emergency dispatch services for all public safety agencies including 911. Answers emergency and non-emergency phone calls and relays pertinent information to the proper authority. Assists with inmates as needed.

JOB CHARACTERISTICS:

Nature of Work: This position performs complex duties of receiving and relaying information in a quick and efficient manner where consequence of error could have serious implications. Job entails working under stressful circumstances and often is required to perform several duties at one time; often works alone. Position works a rotating shift including holidays, weekends, and nights. Position requires good hearing and a clear speaking voice. Female dispatchers will assist with female prisoners; adhering to safety precautions. Position receives and relays sensitive information and adheres to standards of confidentiality.

Personal Contacts: Daily contact by phone, radio, and computer with the public and other agencies. Daily contact with Sheriff personnel, inmates, and the walk-in public.

Supervision Received: Minimal supervision; assistance from fellow workers as needed.

Essential Functions: As dispatcher position requires ability to communicate orally and in writing, hear spoken words even with static, speak clearly, make good immediate decisions, translate spoken words to written material, operate a computer, operate TDD machine and two way radio, type, review written material, record information, prepare reports, and calculate.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

Answers 911 lines, regular phone lines for police and sheriff, extension phone lines and police and emergency radio channels. Dispatches Officers, Fire, Ambulance, Search and Rescue, First Responder, Highway Patrol, and Fish and Game; dispatches tow trucks and other emergency services; relays all messages to the appropriate agency or officer. Relays information by use of radio, telephone, and computer terminal or by person-to-person contact.

Relays instructions such as first aid, CPR, or non-medical information to the reporting parties prior to arrival of emergency services; coordinates several agencies or services as needed; takes messages for several agencies; follows alarm response procedures; records all activities in daily radio, CJIN, and complaint log. Monitors and maintains radio and phone recorder; changes recorder tapes.

Operates CJIN/NCIC computer terminal; checks registration and driver's licenses, criminal histories, warrants, stolen property, missing persons, and other requested information; logs computer transactions.

Monitors jail video and audio for staff and inmate safety. Maintains jail files. Female dispatcher acts as matron and searches female prisoners. Screens visitors for jail inmates.

Maintains complaint and case report files. Maintains updated warrant of arrest files.

Prepares MUCR reports to State on types of crimes. Serves civil papers on people who come to the office.

Accepts and accounts for money brought in for bail, civil process service, and inmate commissary.

Monitors civil defense network phone. Operates radio paging system for off duty personnel, rural fire departments, local fire departments and US Customs.

Performs general cleaning duties within dispatch area.

Disseminates tele-types.

Performs other duties as required.

JOB REQUIREMENTS: The successful applicant must be able to perform the following job requirements with or without reasonable accommodation.

Knowledge: This position requires a working knowledge of the area and available emergency services and personnel, computer operations, medical emergency procedures, methods of dispatching and dispatching equipment.

Skills: This position requires skills in typing; operating a computer and multi-phone lines, two-way radios, recorders, TDD, and other office machines.

Abilities: This position requires the ability to: have hearing within normal range; analyze situations quickly; relay and record accurate and timely information; work unsupervised; work holidays, weekends, and nights; have a clear speaking voice; perform several tasks at a time; remain calm in stressful situations; adhere to standards of confidentiality; communicate effectively orally and in writing; follow verbal and written instructions;

establish effective working relationships with fellow employees, supervisors, and the public.

EDUCATION AND EXPERIENCE:

The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to:

- A High School diploma.
- Experience with dispatch equipment preferred.
- Minimum typing speed 35-40 wpm.
- Must have not felony convictions.
- Must be able to successfully complete the CJIN workbook to remain certified. Must keep certification current and attend other training as directed.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- Performs assigned duties.
- Relays messages in an accurate and timely manner.
- Prioritizes calls so that the most serious are handled immediately.
- Demonstrates ability to do several tasks at one time.
- Demonstrates ability to remain calm in stressful situations.
- Is competent in the use of the computer/CJIN terminal.
- Is competent in the use of emergency phone lines.
- Adheres to standards of confidentiality.
- Maintains accurate and timely records and logs.
- Prepares and submits accurate and timely reports.
- Deals tactfully with the public.
- Observes work hours.
- Demonstrates punctuality.

--Establishes and maintains effective working relationships with fellow employees, supervisors and the public.