

JOB DESCRIPTION
Essex County, VA

Job Title	Communications Operator (Dispatcher)
Department	Sheriff's Office
Category	Full Time
FSLA	Non-Exempt
Pay Grade	
Report to:	Communications Supervisor, Major or Sheriff

JOB SUMMARY/PURPOSE

This position performs radio and communications work in the communications division of the Sheriff's Office on an assigned shift, receiving and dispatching public safety calls. The position handles emergency service work that involves receiving emergency 911 and non-emergency requests for public safety assistance, determining nature/urgency of request, initiating law enforcement or other emergency personnel action (i.e., Sheriff, Fire, EMS, Public works, Animal Control, Virginia Highway Department, etc.) and maintaining close contact with field units to monitor response and needed support requirements. Position operates a computer terminal connected to the Virginia Criminal and the National Crime Information Center and E911 system that ties of call locations and various other systems which maintains records of call and tasks completed. The Communication Operator is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

ESSENTIAL JOB FUNCTIONS

(The essential functions or duties listed below 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.)

- Exercise considerable tact and firmness in obtaining information from distressed person(s); exercise independent judgment and initiative in receiving messages, responding to emergency situations, and dispatching calls based on training and regulations;
- Receives and transmits law enforcement (County Sheriff, Tappahannock Police, State Police), fire, rescue, emergency medical, animal control, road complaints to VDOT, complaints about utilities and related service requests and calls;
- Operates radios, telephone switchboard, alarm systems, security cameras recording devices and computer terminals and various software systems such as E911, VCINNCIN-Virginia & National Criminal Information Network;
- Dispatches emergency and non-emergency equipment and personnel when needed and follows up with additional requests as needed;
- Operates a computer terminal connected with the Virginia Criminal Information Network and the National Crime Information Center to obtain such information as driver's license status information, driver's history, vehicle registration data, criminal record information, stolen property information, etc., as necessary;

- Enters wanted persons, missing persons, runaways, stolen property/vehicles and corresponds with other agencies both state and nationwide; enters calls and responses into the Computer Aided Dispatch system;
- Monitors surveillance cameras for jail, controls entrance doors for jail, monitors alarm panels. Maintains radio log;
- Receives and forwards informational requests, complaints and other calls for County departments and other agencies; Receives and answers questions from the general public concerning various civil issues;
- Provides CPR, First Aid, and emergency medical dispatch instructions to callers until emergency personnel arrive; Keeps in telephone contact with caller when situation dictates;
- Ensures that all work is conducted in a safe manner and all work safety practices are followed;
- Performs similar or related work as required, directed or as situation dictates;
- Assists other Office staff as needed to promote a team effort to serve the public;
- Continue training; keeping current with public safety communications systems, to maintain certification;
- Consistent on-site and on-time attendance is essential for this position based on assigned schedule.

MINIMUM REQUIREMENTS TO PERFORM WORK

Education and Experience:

- High school diploma or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job; plus, one year of customer service type experience with a preference for emergency services type of experience

Licenses or Certificates:

- Must complete Basic Dispatch School and obtain VCIN Certification within first year of employment.
- Criminal background check required.

Knowledge, Skills and Abilities:

- Some knowledge of the methods of operating the communications system, computers and various software systems;
- Some knowledge of radio and telephone procedures;
- Some knowledge or ability to learn geography of the County and location of important buildings;
- Knowledge of word processing programs including keyboarding skills;
- Ability to speak clearly and distinctly;
- Ability to maintain familiarity with operating procedures of agencies served;
- Ability to deal courteously with the public under stressful conditions;
- Ability to use proper grammar, punctuation and spelling in all written and oral correspondence;

- Ability to operate a personal computer and standard office and related equipment;
- Ability to establish and maintain effective working relationships with associates, public safety agencies and other agencies listed above and the general public;
- Ability to work independently and alone in Communication/Dispatch Center under stressful situations;
- Ability to process public safety type paperwork into computer system; ability to type with speed and accuracy and to develop and maintain detailed and accurate records of tasks completed on each shift;
- Ability to understand and follow oral and written instructions;
- Ability to maintain motivation, composure, and self-esteem in stressful situations;
- Ability to make sound judgments and decisions based on established office policies and procedures;
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
- May assist in providing on-the-job training for law enforcement dispatchers and submit progress reports and evaluations on trainees.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemicals	X			
Work with fumes or airborne particles		X		
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Equipment Used – Computers, office equipment, phones, radio, dispatch equipment				X

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting (close 95% of time)				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing	X			
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing			X	
Other-Driving	X			
Other-Dealing with emergency calls & frantic people			X	

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change).

