**Pierce County Position Description**

**Name: Department:** Emergency Management

**Date: Pay Grade: H**

 **FLSA Status:** Non-Exempt

**Position Title**: 911 Dispatcher **Reports To:** Director

**Hours:** Schedule as approved by Director

**Purpose of Position:**

As the first, first responder, the 911 Dispatcher is the first contact for most citizens in need of help. In Pierce county, 911 Dispatchers answer all 911 calls and interpret & relay information to appropriate responding public safety units or agencies according to established protocols.

The 911 Dispatcher provides follow-up communication and assistance as necessary to assist field responders. All 911 Dispatchers must be able to work an assigned 24/7 schedule that will include weekdays, weekends, and holiday shifts of 8, 10 or 12 hours including overnight hours.

**Essential Duties and Responsibilities**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily and in a timely manner. The following duty examples are normal for this position and should not be construed as exclusive or all inclusive. Other duties may be required or assigned, including other duties as assigned by the Director or their designee.

* Operate a computerized telecommunication/radio system with patrol units, municipalities and other emergency agencies on a county-wide basis.
* Receive routine and emergency (911) calls and messages. Other data and information may also be received via telephone, radio, and other communications.
* Answer multi-line phone system, rapidly provide requested information, referral or response as required to the public regarding county operations and procedures.
* Dispatch officers and other emergency personnel to emergency situations; provide information as necessary for officer/field responder safety.
* Communicate effectively, courteously and respectfully using appropriate language and tone of voice.
* Operate Wisconsin Criminal Justice Info Systems (CJIS) to request and procure needed information between agencies.
* Process requests, enter queries and monitor data and messages from local, state, federal and international computerized communication systems and relay information as necessary to the appropriate authority;
* Enter and cancel warrants, protection orders, and others in state CJIS and other systems.
* Monitor weather and radio communications from the National Weather Service.
* Activate County emergency alert systems (ex: sirens, Everbridge) for weather and other community emergencies as needed. Quickly notify Emergency Service personnel of emergent threats.
* Conform to the oral and written policies and procedures of the department and Pierce County.

**Minimum Qualifications**

* High School Diploma or Equivalent; and
* Must pass a pre-employment screening test demonstrating computer proficiency; and
* Valid Driver’s License; and
* Selected candidates must also pass a required background review for law enforcement employment purposes (no felony convictions); and
* Final appointment is contingent on passing a physical examination and drug screening.

**Preferred Qualifications**

* Previous experience in public safety (law enforcement, fire, EMS or military).
* Previous experience in a fast -paced team environment.
* General law enforcement or dispatching experience.

**Knowledge, Skills and Abilities:**

* Ability to communicate orally and in writing.
* Ability to remain calm in emergent situations.
* Ability to maintain effective relationships with other officers and the general public.
* Ability to learn and be proficient in the use of national and State codes for dispatching.
* Ability to see, hear and remember facts and circumstances to write an accurate summary of pertinent details.
* Ability to appropriately prioritize duties and responsibilities.
* Strong organizational, multi-tasking and critical thinking skills.
* Knowledge of or ability to learn county geography, resources, businesses, intersections and other landmarks in the county. Able to use and understand maps to interpret data presented in multiple formats (latitude/longitude, minutes/degrees, street address, directional, etc.).
* Ability to use sound judgement and situational reasoning. Be decisive and responsive to changing situations and public safety needs.

**Physical Requirements**

**(Physical and Mental abilities required to perform essential job functions)**

* Ability to hear according to established standards and speak clear English.
* Work at a console for extended periods of time with limited breaks.
* Frequent turning/twisting, reaching, grasping and pinching.
* Operate and monitor multiple computers, video surveillance equipment, and phones simultaneously.
* Ability to exert moderate physical effort in sedentary to light work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, lifting up to 50 pounds, carrying, pushing and pulling 100lbs.
* High level of self-efficacy and stress management skills.

**Special Requirements:**

* CPR/AED certified within one year of hire.
* TIME system certification eligible at hire and completed within 6 months.
* Must be able to work as assigned including weekdays, weekends, and Holidays.
* Must be able to work any assigned shift: to include days, afternoons, and/or overnights.

**Environmental Ability:**

* High stress fast-paced work environment; quickly changing call volumes and call types.
* Work is generally performed in a moderately noisy location (around dispatchers taking calls, sounds of computers, printers, fax machine, alarm boxes, weather radios)
* Environmental factors such as temperature variations, odors, gases, dust are minimal
* May be required to work irregular hours including short-notice overtime.

Pierce County is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employee’s signature Date Supervisor’s signature Date

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Personnel Department Date