

**Bartholomew County 911
Standard Operating Procedures**

Section: 2.01

Section Name: General Policies

Dispatcher Job Description

Revised 10-2-09

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this manual are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent serves as Dispatcher for the E911 center, responsible for receiving incoming emergency and non-emergency calls, dispatching information to appropriate response units, and maintaining various computer records.

DUTIES:

Receives emergency calls, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches emergency response personnel using computer aided dispatch (CAD). Provides medical instructions to call as needed, prior to arrival of emergency personnel.

Dispatchers are in a position as a public safety professional with the primary assignment of performing work in the protection of life, property, and environment through emergency communications/dispatching services. The dispatcher is an employee of Bartholomew County, and hired by the Bartholomew County E911. The dispatcher position is a full position.

The position of dispatcher requires mental concentration, intense at times, performed in a sometimes-high stress environment. Technical knowledge, manual dexterity and well-developed oral communications skills are necessary to be successful in this position.

The dispatcher operates as a member of the Bartholomew County E911, a department within Bartholomew County. The shift supervisor directly supervises dispatchers.

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Duties and Responsibilities

Duties and Responsibilities are intended to be descriptive and not restrictive. An individual performing in the classification may perform any of the duties listed, however, these examples do not include all the duties that an individual may be expected to perform.

- * Answer incoming emergency telephone communication lines and acquire pertinent information for dispatching emergency response groups.
- * Dispatch appropriate police, fire, rescue, and emergency medical response agencies to emergency incidents.
- * Manage radio communications.
- * Operates a Computer Aided Dispatch (CAD).
- * Maintains current status of all police units, emergency response agencies, and command personnel.
- * Performs routine computer/data system maintenance, including printing of emergency incident reports, and daily logs.
- * Relay information and messages via electronic communications media.
- * Answers administrative telephone calls and responds to requests for information or assistance.
- * Maintains a current IDACS/NCIC Track Sheet for all information obtained through the use of the NCIC System.
- * Inspects, cleans, and maintains the Communications Center and equipment.
- * Participates in training drills and attends classes in emergency communications techniques and other training as required.
- * Performs other work as required.

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Training, Education, and Experience

- * Must be a High School Graduate
- * Must be familiar with keyboard and capable of typing 30 wpm.

All dispatchers must:

- * Be calm and even-tempered.
- * Be Decisive.
- * Be able to process incomplete information, assess the needs, and provide a response.
- * Be able to learn from mistakes.
- * Be able to remain emotionally unattached in situations.
- * Have exceptional speaking/listening skills.
- * Be able to work both independently and as part of a team.
- * Know and understand the communications system with which he/she works.
- * Understand the rules and regulations which affect his/her job.
- * Know the geography, the operational policies/procedures and the jurisdictional authority.
- * Must be open to learning.
- * Show empathy.
- * Be assertive.
- * Be professional.
- * Be self-confident.
- * Be mature.
- * Possess a good sense of humor.
- * Be dependable/reliable.