POSITION TITLE: Sheriff Dispatcher

REPORTING TO: Fall River County Sheriff

SALARY: Hourly wage and all benefit selections available to County employee

HOURS: Shifts vary in a 24 hour per day; 7day per week operation; individuals will be scheduled to provide coverage; may be rotating schedule.

LOCATION: Fall River County Dispatch Center, Hot Springs, SD, some travel required.

**PURPOSE:** Gather essential information from callers and dispatches the appropriate first responders to the scene. Often placed in the middle of life or death situations, so requirements and training for these positions are often stringent, rigorous and unwavering.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

* Respond to emergency and non-emergency calls for assistance and information. Provide dispatch and communication support services for police, fire, emergency medical, and related services.
* Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
* Translate information to 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
* Perform emergency medical dispatch and crisis intervention services
* Ask vital questions and provide pre-arrival instructions for emergency medical calls
* Monitor and operate a 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 to resolve problems, provide information, dispatch emergency services, or refer callers to other resources
* Dispatch and coordinate the responses of public safety agencies
* Identify appropriate number and type of equipment or apparatus to dispatch
* Enters and modifies information into local, state and national computer databases
* Monitor and respond to a variety of technical systems and alarms

**MINIMUM QUALIFICATIONS:**

* Must be at least 18 years of age
* Must not have any felony convictions
* Successfully pass a background investigation, drug screen, and physical examination, including a vision and hearing test before a job offer is extended.
* Successful completion of a comprehensive training program during the first year of employment. This includes classroom training and extensive, on-the-job training.

**KNOWLEDGE:**

* Knowledge of rules, regulations, and procedures, including safety procedures, such as CPR and first aid. Policies and procedures may refer to department policies and procedures related to emergency communications and disaster and special response plans.
* Knowledgeable in providing excellent customer service.
* Knowledge of telecommunications systems, which include transmission, broadcasting, and switching systems, computerized databases, including teletype operations and procedures.
* Knowledge of basic dispatch codes, standard abbreviations, and industry terminology commonly used by emergency medical services and law enforcement agencies.
* Knowledge of jurisdictional boundaries, thoroughfares, landmarks, public buildings and waterways within the jurisdiction.

**SKILLS:**

* Required skills in a 911 dispatcher job description usually refer to both acquired skills and individual traits.
* Must be able to take control of situations that may be chaotic, heart-wrenching, stressful, confusing, and frenzied.
* Must be organized, adept at multi-tasking, level-headed, and trustworthy

**ABILITIES:**

* Ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
* Ability to use logic and reasoning to reach conclusions and approaches to problems
* Ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
* Ability to think quickly
* Ability to work under stressful situations
* Ability to actively listen and communicate effectively through clear speech and hearing
* Ability to follow instructions
* Ability to write clearly and spell correctly
* Ability to establish priorities and pass on information as needed

**EDUCATION, EXPERIENCE, LICENSES:**

* Must possess a high school diploma or GED.
* Must possess a valid South Dakota driver’s license
* Customer Service experience preferred

**ADVANCEMENT/PROMOTION:** Wages may increase with position advancement/promotion.

THIS POSITION DESCRIPTION SHOULD NOT BE CONSTRUED TO IMPLY THESE REQUIREMENTS ARE THE EXCLUSIVE DUTIES OF THE POSITION. INCUMBENTS MAY BE REQUIRED TO FOLLOW ANY OTHER INSTRUCTIONS, AND TO PERFORM ANY OTHER RELATED DUTIES AS MAY BE ASSIGNED.