

JOB DESCRIPTION
MARSHALL COUNTY, ALABAMA

DISPATCHER

JOB GRADE: 9

JOB CODE: 760

Department: Sheriff
Reports To: Chief of Operations
Date: August 2015
FLSA: Non-Exempt
DOT Ref: 379.362-010

JOB DESCRIPTION

Receives calls from the public and responds by dispatching officers to scene. Receives calls from other police agencies and provides appropriate information. Assist in processing inmates. Check on and send information to dispatched officers. Creates and maintains files. Performs criminal history checks and maintains Criminal History Log. Maintains other logs and enters various kinds of information into computer. Maintain security of dispatch areas. Shift work required.

ESSENTIAL JOB FUNCTIONS

A. Receive and make calls and processes them:

1. Receive calls from the public and respond appropriately, often dispatching officers.
2. Receive calls from other police agencies and provide requested information.
3. Perform criminal history checks at request of dispatched officers and respond with results.
4. Call dispatched officers to give them needed information and check on their status.

B. Prepare and maintain a variety of records and files:

1. Perform and maintain bond paperwork.
2. Enter information into Intox Log.
3. Enter inmate information, warrants and arrest tickets into computer as required.
4. Enter information into Criminal History Log.
5. Maintain radio log.
6. Compare warrants with NCIC entries and entry correct information.

C. Miscellaneous other duties:

1. Perform OLN checks.
2. Cooperate with other agencies statewide.
3. Keep unauthorized persons out of dispatch area.
4. Train new employees.
5. Prepare written reports on incidents personally witnessed.
6. Monitor surveillance cameras.
7. Maintain radio room equipment by controlling doors electronically.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of basic mathematics sufficient to complete routine forms.
- Knowledge of general office procedures, filing systems and equipment.
- Knowledge of SOP Book for Dispatchers, Criminal History and Warrant Logs and memos from Sheriff, Chief Deputy, or supervisor related to dispatch.
- Ability to communicate effectively orally with co-workers, supervisors and the public.
- Ability to read and write sufficiently to complete required reports.
- Ability to read materials related to the dispatch function.
- Ability to work independently without close supervision.
- Ability to use computers effectively.
- Ability to use complex communication systems.
- Ability to use dispatch radio.

MINIMUM QUALIFICATIONS

- Graduation from a senior high school or a G.E.D. certificate.
- Clerical experience and/or experience in emergency communications preferred.
- Shift work required.

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the ADA) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. Incumbent must be able to perform the essential functions of this position with or without reasonable accommodation.