MARSHALL COUNTY, ALABAMA

Job Description

DISPATCHER

Department: Jail Job Code: 760

Pay Grade: 105 FLSA Status: Non-Exempt

Reports To: Sergeant, Lieutenant, Chief of Operations

JOB SUMMARY

The Dispatcher receives calls from the public and responds by dispatching officers to scene. Receives calls from other police agencies and provides appropriate information. Assists in processing inmates. Checks on and sends 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. Maintains security of dispatch areas.

ESSENTIAL JOB FUNCTIONS

- Receives and makes calls and processes them.
- Receives calls from the public and responds appropriately, often dispatching officers.
- Receives calls from other police agencies and provides requested information.
- Performs criminal history checks at request of dispatched officers and responds with results.
- Calls dispatched officers to provide needed information and check on their status.
- Prepares and maintains a variety of records and files.
- Performs and maintains bond paperwork.
- Enters information into Intox Log.
- Enters inmate information, warrants, and arrest tickets into computer as required.
- Enters information into Criminal History Log.
- Maintains radio log.
- Compares warrants with NCIC entries and enters correct information.
- Performs OLN checks.
- Cooperates with other agencies statewide.
- Keeps unauthorized persons out of dispatch area.
- Trains new employees.
- Prepares written reports on incidents personally witnessed.
- Monitors surveillance cameras.
- Maintains radio room equipment by controlling doors electronically.
- Maintain NCIC/ACJIC validation requirements.
- Requires regular and prompt attendance plus the ability to work well with others and work well as a team.
- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent, or an equivalent combination of education and experience. Clerical experience and/or experience in emergency communications preferred.

Licenses or Certifications:

Ability to obtain and maintain communications certification.

Special Requirements:

Shift work required.

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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.
- Ability to concentrate on a task over a period of time without being distracted.
- Ability to multi-task.
- Ability to see details at close range (within a few feet of the observer).
- Ability to listen to and understand information then relay information or orders to proper officials in a clear and precise manner.
- Ability to maintain composure in difficult situations.

PHYSICAL DEMANDS

Work is sedentary and requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly, with occasional walking, standing, bending, but must be able to respond to phone and radio quickly. Requires the physical ability to sit in confined seating for extended periods of time and operate a computer keyboard, grasping, and handling. Must be able to see well enough to read computer terminal, printouts, and reports. Must be able to hear well enough to understand radio traffic with background noise and speak clearly and understandable on radio.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable office environment. Tasks may involve extensive keyboarding or periods of time at the workstation.

Marshall County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Employee Signature	Date	
Supervisor (or Personnel) Signature	 Date	

Marshall County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The County's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.

Marshall County, AL Approved: 08/09/2021