

SEWARD COUNTY

JOB DESCRIPTION

Position: E911 Dispatcher

Last Revised: 2023

Job Status: Full-time

Reports to: E911 Lead Dispatcher, E911 Director

Supervisory Responsibilities: None

I. GENERAL FUNCTIONS

This position is highly responsible in technical and administrative work receiving and dispatching emergency and non-emergency service calls on an assigned shift. This is a civilian position.

Work involves operating an emergency service console receiving and dispatching calls for police and sheriff units, fire departments, EMS (emergency medical systems) units, and other emergency services. Responsibilities include monitoring and operating radio consoles with eighteen channels or more simultaneously, (computer aided dispatch) CAD terminals, (Records Management System) RMS, (National Crime Information Center) NCIC terminals, (emergency medical dispatch) EMD systems, GEOLYNX mapping software, MACH (GPS location software) and related emergency communication equipment; receiving calls via the 911 emergency line; receiving calls on numerous administrative telephone lines; performing radio tests on communication equipment; maintaining logs and records of calls received and nature and disposition of each dispatch; maintaining CAD status monitor of units in and out of service; and transferring or referring calls to proper local, state and federal agencies. Work requires the prompt, efficient and accurate receiving, dispatching and processing of emergency service calls over the 911 and related seven-digit systems from the general public and other authorized personnel requiring emergency actions by the police, sheriff, fire, EMS units, fire/rescue squads and other emergency services. Provides direction and assistance to members of the public and field personnel. Work will include severe weather and impending attack information sharing, notifications and warnings for Seward County, Butler County and Saline County as a NAWAS (National Warning System) warning point. Work is performed independently with oversight and general direction from an administrative superior and reviewed in the form of reports, conferences and effectiveness of services provided.

II. ESSENTIAL DUTIES & RESPONSIBILITIES

- Responsible for answering incoming calls to the police, sheriff and fire departments by way of internal telephone extensions, normal 7-digit telephone numbers and the 9-1-1 Emergency Phone system.
- Collect pertinent information from callers and disseminate that information to responding units or agencies.
- Determine the priority level of requests for services and mitigate those calls that can be handled without a need for committing department resources to a response.
- Provide pre-arrival emergency medical instructions where needed. (EMD)
- Operate the radio systems for law enforcement, corrections, fire departments, mutual aid support channels, utilities and city, state and county agencies.
- Monitor and dispatch alarms for fire, medical and law enforcement response via automated message, 3rd party vendor or internal trouble alarms.
- Coordinate aid and relief efforts in the event of fires or widespread disasters such as tornadoes and blizzards resulting in the displacement or dispossession of persons local or otherwise.
- Manage incidents and prioritize resource allocation based on threat to human life and property.
- Maintain the CAD records of all responses and services provided by law enforcement, fire departments, utilities and road departments. Etc.
- Maintain the RMS records of all businesses, organizations and individuals with which contact has been made.
- Process all NCIC data collection requests for all law enforcement agencies and the Seward County Attorney's office for purposes of prosecution and compiling of reports.
- Receive and execute orders for NCIC queries in relation to current or ongoing investigations and interactions between law enforcement and the public.
- Retrieve, compile and disseminate information from federal intelligence services in regards to interstate drug interdiction activities. (ex. EPIC El Paso Intelligence Center)
- Monitor and document the movements and public interactions of all law enforcement units to ensure evidentiary timeline and officer safety.
- Receive requests from the public for utility services (water, sewer, street & electrical) after hours, on weekends and holidays and initiate the appropriate notifications.
- Process gun permits, title inspections and red light permits for all law enforcement agencies.

- Process all paperwork, data entry and alert notifications for all missing persons, stolen vehicles and items, arrested individuals, etc.
- Determine appropriate threat level to be assigned to individuals involved in domestic protection or harassment orders and or arrest warrants.
- Enter, maintain and archive all warrants and orders of protection issued by Seward District and County Courts and process and document all consequential arrests records and or events thereafter.
- Monitor and disseminate applicable and relevant broadcast requests made by city, county, state or federal law enforcement agencies to on duty personnel.
- Relay intelligence information for law enforcement personnel when they begin their tour of duty.
- Keep senior police and fire staff, city and county officials informed 24-hrs a day of noteworthy incidents and emergencies.
- Inform all on duty personnel and fire department personnel of adverse weather watches, advisories and warnings via radio communication or pager in real time.
- Activate sirens in the event of tornadic activity or impending attack via communication with NAWAS or credible reporting party.

III. OTHER NON-ESSENTIAL DUTIES

- Various clerical tasks related to non-essential record keeping.
- Monitor internal video surveillance equipment.
- Create and update resources in both digital and hard copy format.
- Double check time sensitive data entry material of peers.
- Testify in criminal court as to the authenticity of archived recordings and with regards to actions taken during the call taking/dispatching evolution.

IV. REQUIRED KNOWLEDGE, SKILLS, ABILITIES

- Considerable knowledge of the principles and practices of radio communications, as well as the proper procedures used in emergency service dispatching.
- Considerable knowledge of the names and locations of cities, villages, principal streets, buildings and landmarks in Seward County.
- Comprehensive knowledge of communications policies, principles, procedures and related local, state and federal rules and regulations.

- Comprehensive knowledge of the functions and operations of the Communications Center and its related equipment and capabilities.
- Considerable knowledge of the types, staffing requirements and uses of firefighting apparatus and police units.
- Considerable knowledge of the operation of communication and emergency service equipment.
- Considerable knowledge of the principles of computer aided dispatching.
- Ability to think and act quickly and calmly in emergency situations and maintain perspective and good judgement in high stress and life threatening situations.
- Ability to obtain accurate and complete information from callers who may be frantic and incoherent due to emergency conditions.
- Ability to speak clearly and concisely in a well-modulated voice and to use good diction.
- Ability to function accurately while working under considerable pressure.
- Ability to understand and follow moderately complex oral and written instructions and procedures.
- Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.
- Ability to perform multiple tasks simultaneously with precision and accuracy.
- Ability to conduct logical and creative thought processes to develop solutions according to written specifications and oral instructions as necessary.
- Comprehensive knowledge of records confidentiality and release policies and laws.
- Ability to perform a wide variety of difficult communications and technical tasks with accuracy and speed under the pressure of time sensitive deadlines and in high stress emergency situations.
- Skill in the operation of a computer terminal and ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.

V. DESIRABLE TRAINING AND EXPERIENCE

- Experience in the operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel, and experience in software manipulation and modification as it relates to computer aided dispatching.
- Considerable computer skills.
- Radio communications experience.

VI. MINIMUM QUALIFICATIONS

- Graduation from a senior high school or equivalent.
- Ability to type 40 words per minute.
- Speak and read the English language.
- No convictions punishable by imprisonment in a federal or state penitentiary for a term of one year or more unless pardon received.

VII. NECESSARY SPECIAL REQUIREMENTS

(To be completed upon or during employment with Seward County)

- Current Emergency Medical Dispatch certification through the National Academy of EMD if required by the position to which assigned.
- Current CPR certification.
- NCIC Certification

VIII. WORKING CONDITIONS & PHYSICAL EFFORT

- Climate controlled environment in office setting.
- Requires sitting or standing for 10-12 hours per shift.
- Tasks involve extensive keyboarding on multiple keyboards and attentive listening to telephone calls and radio transmissions (often at a low volume level and of poor audio quality on a department-supplied headset or handset and stationary speakers). Candidates must have the ability to exert moderate physical effort typically involving some combination of stooping, kneeling, and lifting, as well as carrying, pushing and pulling objects and materials of moderate weight, twelve to fifty pounds. Candidates must be able to work any shift assignments, including nights, weekends, holidays, overtime (both forced and scheduled).
- Noise level can be high as the office is active with phone calls and equipment sounds.

IX. OTHER

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee Acknowledgment of Job Description

This job description supersedes all previous job descriptions written for this position. I understand that this is a description of my current job duties and responsibilities. I understand that neither this nor the County's Personnel Manual is a contract for employment.

Employee Signature

Date

HR Director/ Supervisor Signature

Date