

Manatee County Sheriff's Office

Job Description with Cover Sheet

Job Title: 1-Communications Dispatcher 509

Job Classification: I-General

Bureau: Administration

Salary Range: \$30014.40 (Bassed on successful compl of training)

Pay Grade: 509D

This Position Supervises None
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Position Reports To: ADM Comm OIC 511

Exempt: No

Sworn: No

General Description of Duties: Receives calls for emergency and non-emergency services, screens calls and dispatches law enforcement or other appropriate response vehicles to investigate, operates a computed aided dispatch system and computerized electronics communication system, monitors radio traffic and location information of law enforcement personnel.

Educational Requirements: High School/GED

Work Experience Initial employment will be in a trainee status for a minimum of 1 year based on individual performance.

Required Certifications and/or Qualifications: Must be NCIC/FCIC certified or obtain certificaoin within 6 months of appointment.

Reviewed By: MUNYER, MARIA D

Review Date: 3/14/2008

Approved By: DICKERMAN, DEBRA E

Date Approved: 3/14/2008

Notes: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

POSITION: 1-Communications Dispatcher 509

ID	Statement	Performance Standard
KNOWLEDGE, SKILLS, AND ABILITIES		
A10		Ability to communicate effectively verbally and in writing.
A14b		Ability to react quickly and calmly to emergency situations, recognize and understand others' reactions, use logic and reasoning to identify solutions, and make effective decisions while in stressful situations and circumstances.
K12c		Knowledge of the geography of the county and its road network.
K40		Knowledge of dispatch codes and signals used to respond to emergency and non-emergency services.
K41		Knowledge of FCIC/NCIC rules and regulations, codes, and query forms.
K42		Knowledge of computerized communications center systems and procedures.
S03		Skill in the use of computers, two-way radio communications, and various other equipment used to perform daily functions of position.
S18		Skill in eliciting critical information from citizens in a stressful or like threatening situation.
S19		Skill in performing data entry at 100 keystrokes per minute accurately.
PHYSICAL ABILITIES		
PHY6		Required to speak and hear clearly, sit for extended periods of time, normally 12-16 hours and use their hands and fingers to handle or feel. Occasionally required to stand, walk, reach with arms and hands, climb stairs or balance; and to stoop, kneel, crouch, or crawl. Vision abilities include close vision as well as color perception.
TASK		
DISP01	Answer phone calls	Answer emergency and non-emergency calls for service.
DISP02	Computer Aided Dispatch System (CAD)	Operates a state of the art computer aided dispatch system and computerized electronics communication system. Screens and inputs calls for service into system including reported crimes(s) using proper event codes.

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DISP03	Dispatch service	Evaluates and prioritizes calls for service to determine the nature of the call and appropriate level of service required. Dispatches and monitors radio traffic and location information of law enforcement personnel simultaneously.
DISP04	Interagency coordination	Checks jurisdictional boundaries and notifies other agencies when a call is within their boundary. Provides assistance as requested.
DISP05	Communication	Responds to inquires from law enforcement personnel for information on tag numbers, warrants, and other miscellaneous inquires. Makes phone calls as needed.
DISP06	Training	Assists in the training of personnel.
DISP07	Communication logs	Maintains communication logs in accordance with state regulations and agency policies.
ORD1	Other related duties as assigned	Performs other related duties as assigned.
POLICY		
P01	Attendance	Arrives on time for work, limits breaks, and lunches to the allotted time, and leaves on time. Uses leave in accordance with General Orders; communicates and cooperates with management in providing proper notice of leave; patterns and amounts of leave usage (not including legitimate, properly scheduled and approved leave and protected leave).
P02	Work Quantity/Quality	Volume of work accomplished is consistent with position requirements and produced within quality tolerance standards.
P04	Teamwork	Works with other team members to achieve group goals by contributing ideas in group settings, accepting ideas contributed by others, operating within team rules, participating in team activities (such as meetings), working with team members to improve job knowledge and skills, putting team goals over personal goals, and supporting team leaders once decisions are made.
P05	Rule Conformance	Follows standard office procedures, safety policies and procedures and Agency General Orders.
P07	Interpersonal Relations	Manner in which the employee responds emotionally and verbally to the public, other employees, and supervisors. This Policy also relates to the image the employee projects and includes cleanliness and personal grooming.

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ID

Statement

Performance Standard

Notes, Comments, or Additional Performance Measures to be added:

SUBJECT MATTER EXPERT APPROVAL

PRINT NAME

SIGNATURE

DATE

PRINT NAME

SIGNATURE

DATE

PRINT NAME

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