

**BASIC REQUIREMENTS
FOR POSITION OF
DISPATCHER**

1. Is a citizen of the United States and a resident of Iowa or intends to become a resident upon being employed. Must live no more than twenty-five minutes from Tipton.
2. Has reached his/her eighteenth birthday.
3. Has a valid operator's license issued by the State of Iowa.
4. Is able to read and write the English language.
5. Is not a drug addict or a drunkard. Is of good moral character as determined by a thorough background investigation including a fingerprint search conducted of local, state, and national fingerprint files and has not been convicted of a felony or a crime involving moral turpitude.
6. Is not by reason of conscience or belief opposed to the use of force when appropriate or necessary to fulfill his/her duties.
7. Is a high school graduate with a diploma, or possesses an equivalency certificate which meets the minimum score required by the State of Iowa as determined by the State Department of Public Instruction.
8. Has an uncorrected vision of not less than 20-100 in either eye; correctable to 20-20 and normal color vision.
9. Has normal hearing in each ear as determined by an examining physician.
10. Has participated in an oral interview held by the hiring authority or representative or representatives, to determine such things as appearance, background and ability to communicate.
11. Has been examined by a physician to determine if free from physical, emotional, or mental condition which might adversely affect the performance of duties.
12. Able to type at least 40 words per minute and has computer experience.
13. Willing to work nights, week-ends, holidays, plus some week days.
14. Either possesses a CPR card and/or certified in First Aid, or willing to take the training.
15. Good communication skills.
16. Willing to take training required for the job.
17. Able to perform duties as outlined in job description.

JOB DESCRIPTION

POSITION TITLE: **Dispatcher**
 Cedar County Communications Center
 Cedar County Sheriff's Office

The Dispatcher is responsible for maintaining the competent operation of the Communications Center. There are a number of responsibilities involved in this function. While any of the following duty statements are part of this function, a combination of them may be required at the same time.

Description of Work:

1. **Answers radio, telephone, teletype and dispatches police vehicles, fire vehicles and ambulances.**
2. **Must act as the link for the officer to all other emergency and county services.**
3. **Aids in the investigation of crime and reported crimes.**
4. **Keep accurate records and file reports.**
5. **Must be able to read maps accurately, and have a working knowledge of the Cedar County area.**
6. **Must keep accurate logs of officers' activities and calls or complaints for future reference.**
7. **Must be able to type a minimum of 40 wpm. Types officer cassette tape interviews with victims, witnesses, and suspects, and officer reports from cassette tapes.**
8. **Testify in court, if necessary.**
9. **Must be dependable for working assigned shifts, and able to work rotating shifts for 24-hour coverage.**
10. **Must be accurate when taking information (ie, obtain correct names and return telephone numbers, correct addresses, and the like).**
11. **Must have a genuine interest in helping others and in providing the department with an effective communications system.**
12. **Must be able to work well with others.**
13. **Must be able to understand callers and take control of the call from difficult callers to obtain necessary information for the officer under conditions of extreme stress.**
14. **Must be able to operate the communications console.**
15. **Must be able to operate office machines effectively, to include typewriter, copy machine and FAX machine.**
16. **Must be willing to travel to attend all necessary classes.**
17. **Maintain competent operation of the Communications Center's equipment.**
18. **Provide information and assistance to persons calling the police.**
19. **Act as the link for the officer to all other emergency and county services.**

Qualifications:

1. **General (Dependability and Initiative)**
Must be able to work rotating type shifts for 24-hour coverage.
Dependability for working assigned shifts.
2. **Personal (Attitude, Disposition and Appearance)**
Dispatcher must have a genuine interest in helping others and in providing the department with an effective communications system.
3. **Interpersonal**
Should be able to work well with others and to understand the positions of persons calling in.
4. **Intellectual**
Must be able to understand the operation of the communications system and obtain necessary information for the officer under conditions of extreme stress.
5. **Skills required**
Must be able to operate the communications console. Must be able to use a typewriter effectively and neatly.

Training Provided:

Basic in-service training of operations of communications center. Provided with an operational manual for emergency procedures. All possible technical training schools available. Must be able to travel for training.

Remarks:

Personnel will work under the required probationary period. Personnel will be evaluated at intervals for overall job performance.

CEDAR COUNTY JOB DESCRIPTION

Title: Dispatcher

Department: Sheriff's Office

FLSA: Non-Exempt

Date: June 2001

Reports To: Office Manager

PURPOSE OF POSITION

Under supervision to perform skilled work involving the transmission and receipt of radio communications relating to public safety and law enforcement activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Receives, transmits, relay, and monitor messages from or between the Communications Center; the public; or state, county, and municipal public safety and law enforcement authorities through telephone, radio-telephone, FAX machines, computers, and teletype communications and dispatchers.

Obtain confidential criminal and public information, crime information, and records from the State and National Sources from state, county and local law enforcement officers and enters such information into the system as appropriate.

Compile information concerning stolen cars and property, persons wanted for crimes, runaway persons, and similar crime or public safety involvement.

Provide current severe weather information to the public for their safety, as well as law enforcement personnel and neighboring law enforcement agencies.

Maintain a computerized written log of all communications traffic in accordance with Federal Communications Commission rules and regulations.

Receive complaints from the public in person, over the telephone, radio, and by whatever means effective communications may be accomplished, pass the complaint information to the responsible department or facility for action.

May testify in court.

Operate and maintain equipment, drive a motor vehicle and operate fire equipment.

Perform medical support services.

Apply first aid; administer cardio-pulmonary resuscitation, mouth-to-mouth resuscitation, oxygen; apply first aid for alcohol or drug detoxification, bleeding, heart attack, shock, seizure, poisoning, abrasions, broken bones or sprains.

Establish and maintain effective working relationships with County officials, employees and the general public, and maintain regular and punctual work attendance.

Type reports, as assigned.

Perform related duties as required.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School diploma or General Education Degree (GED) or equivalent. General knowledge of commonly used rules, procedures, operations, practices or routines such as could be acquired in less than one year of prior experience.

LANGUAGE ABILITY

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

COGNITIVE DEMANDS

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

CPR Multi-Media First Aid. State certified on State computer system. First 3 are renewable each year. State certification on state system is every 2 years. Valid Operator's License

DRESS CODE

Must wear uniform shirt and slacks. No shorts allowed.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

ENVIRONMENTAL ADAPTABILITY

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at anytime and for any reason, and the Employer has a similar right.

Employee's Signature

Date

Department Head

Date

Cedar County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.