

# WINNEBAGO COUNTY JOB DESCRIPTION

**BARGAINING  
UNIT**

**STEP AND GRADE: 12  
C42A**

**DATE LAST PRINTED: May 1, 2006  
Updated grade only: 03/29/18**

**JOB TITLE: TELECOMMUNICATIONS DISPATCHER**

## **SUMMARY OF RESPONSIBILITIES:**

Under the direct supervision of the Telecommunications Dispatch Supervisor, performs a wide variety of communication related tasks, including: receives complaints and requests for services; provides emergency dispatch pre-arrival instructions; dispatches appropriate public safety personnel, operates computerized communication equipment; and monitors/directs public safety personnel.

## **ILLUSTRATIVE EXAMPLES OF WORK:**

1. Answers incoming emergency and non-emergency telephone calls from citizens and public safety personnel using a computer aided dispatch system. Analyzes the nature of the call, assigns priority. Dispatches the proper agency to respond.
2. When appropriate, provides medical pre-arrival instructions in accordance with established procedures.
3. Maintains contact with public safety personnel regarding their location and status.
4. Monitor direct emergency alarms and answer non-emergency calls.
5. Provide information to public safety personnel or enters information into the computer system.
6. Monitors and operate a variety of communications equipment, including radio, telephone, and computer.
7. Accurately and rapidly type detailed information on a computer keyboard regarding the situation in order to process information or to update public safety personnel.
8. Prepares and maintains accurate records and logs of all radio transmissions and telephone calls. Records, files, and updates various information systems.
9. Performs all other duties as required and/or assigned.

## **POSTION REQUIREMENTS:**

### **EDUCATION**

- High school diploma and or GED equivalent.

## **EXPERIENCE and REQUIREMENTS**

- Must have regular, reliable and predicable attendance. Must be willing to work rotating shifts which includes nights, weekends, holidays and mandatory overtime and irregular job assignments.
- Must be willing to testify in court and attend training.
- At least 18 years of age.
- At least one year experience in work that requires public contact including, but not limited to, work as a receptionist, radio dispatcher/operator, switchboard operator and/or office clerical support. Additional experience is preferred.
- Required certification: LEADS (Law Enforcement Agency Data System) within 30 days of employment; and EMD (Emergency Medical Dispatch) and CPR within 12 months of employment.
- The ability to work with the general public. The ability to get along with co-workers.
- Residency requirement: May live anywhere in Winnebago County or within 15 miles of the 911 Telecommunication Center, within three (3) months of their date of completion of probation.
- Must be able to read maps.
- Some travel may be required.

## **ABILITIES**

- Requires excellent computer skills, including the ability to accurately type at least 35 wpm.
- Requires excellent verbal and written communication skills.
- Requires the ability to remain calm and decisive under stressful situations. Requires the ability to establish priorities under critical timelines.
- Requires the ability to prepare a complete and accurate/detailed records and reports.
- Requires the ability to preform dictation by audio and video conversations/tapes.
- Preference will be given to those with a familiarity of streets, roads, and travel routes within Winnebago County.
- Preference will be given to those with knowledge of communication center procedures; of the functions and resources of public safety agencies; and procedures for handling individuals experiencing stressful circumstances.

## **PHYSICAL REQUIREMENTS**

- Must be able to lift, carry, push, and/or pull up to 25 pounds.
- Must be able to sit and/or stand for extended periods of time.