



Dispatcher

Position Summary

Under the supervision of the 911 Director and Assistant Coordinator, provides support to law enforcement, emergency medical services and fire personnel. Position requires ability to handle stressful work conditions; working under time pressure with serious consequences of error in crisis situations, tragedies, and emergencies; and ability to handle simultaneous incidents. Dispatchers are responsible for directing emergency responders to locations in need of assistance, advising responders of potentially dangerous situations, and aiding the general public in times of crisis. This position requires the ability and willingness to work a majority of time without direct supervision, while making sound judgement decisions.

Regular Duties Include:

- Effectively prioritize calls for service.
- Responding to radio traffic and recording transmissions with accuracy
- Answering incoming telephone inquiries and routing calls while efficiently and accurately logging all calls for service
- Dispatching police, fire, emergency medical services or utility services based on assistance needed
- Monitoring teletypes on weather, wanted persons, stolen vehicles, runaways, attempts to locate (ATL) databases
- Effectively and efficiently enter warrants and jail mittimus and protection orders
- Maintaining knowledge of the location of responders at all times
- Answering emergency 911 calls in a calm manner
- Activating tornado and emergency warning systems and alerts
- Make effective and timely notifications as required or directed.
- Effectively, efficiently, appropriately, and courteously utilize the department's phone system and interact with persons seeking assistance.



- Successfully employ the strategy of active listening in order to effectively and efficiently handle calls for service and other interpersonal activities.
- Efficiently, effectively, and properly utilize the National Crime Information Center (NCIC) system and the IOWA System to accomplish job tasks and responsibilities.
- Effectively, efficiently, and properly utilize the department's radio, phone, fire, EMS, 911, siren activation and record management systems to accomplish job tasks and responsibilities.
- Fully and accurately complete all required paper and on-line forms.
- Must be available to work any shift including evenings, nights, weekends and/or holidays depending on shift assignment, Must also work during times of inclement weather. Harrison County 911 Center is a 24/7/365 operation and must be staffed at all times.

Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six months of employment. Employee must pass the classes required for continued employment. Excellent verbal and written communication skills are required. Employee must be able to function calmly and effectively under high times of stress. Personal conduct and behavior (on-duty as well as off-duty) must be such that it does not bring disrepute or unnecessarily endanger the public's trust or confidence in the agency or its members.

This is an entry-level position. No previous experience is required.



HARRISON COUNTY 911 EMPLOYMENT APPLICATION

Please print: Date of application _____

Position you are applying for: DISPATCHER Full time___ Part time___ other _____

Full Name: _____ Maiden name: _____

Address: Street _____ City _____ Zip _____

Telephone: _____ Email: _____

Date of Birth: _____ Social Security number: _____

If necessary, best time to call you at home? Telephone number _____ Time _____

May we contact you at work? Yes ___ No ___

If yes, work number and best time to call. Telephone number _____ Time _____

Education:

High school _____ Degree: Yes/No GED: Yes/No

Address: _____

Technical or vocation school _____

Course of study _____ Degree Yes/No

College _____

Course of study _____ Degree Yes/No

REFERENCES: [List other than family]

	Name	Address	Telephone number
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____

EMPLOYMENT HISTORY: [starting with most recent]

Employer _____

Address _____ Telephone _____

Dates Employed: From _____ To _____

Job title _____

Work Performed _____

Supervisor _____

Reason for leaving _____

Employer _____

Address _____ Telephone _____

Date[s] Employed: From _____ To _____

Job title _____

Work Performed _____

Supervisor _____

Reason for leaving _____

Employer _____

Address _____ Telephone _____

Date[s] Employed: From _____ To _____

Job title _____

Work Performed _____

Supervisor _____

Reason for leaving _____

Comments [including explanation of any gaps in employment] _____

SKILLS AND QUALIFICATIONS:

Summarize any special training, skills, licenses, certificates and/or characteristics of yourself that may qualify you as being able to perform job related functions for the position which you are applying. _____

Please answer the following questions.

1. Have you filed an employment application with Harrison County Communications before? Y/N
If yes, when? _____
2. Are you currently employed? Yes/No _____
3. May we contact your present or past employers? Yes/No _____
If no, please state why. _____
4. Do you have a relative currently working at Harrison County Communications? Yes/No _____
If yes, please state _____
5. Have you ever been charged with a criminal act? Yes/No
If yes, please state _____
6. Have you ever been convicted of a felony? Yes/No
If yes, please state _____
7. Are you currently married or in a relationship with a convicted felon? Yes/No _____
8. Are you authorized to work to work in the U.S.? Yes/No _____

APPLICANTS STATEMENT:

I hereby authorize the Harrison County Communications Administrator or designee, to obtain drivers' license, criminal history, domestic abuse registry, and sexual offender registry records.

I understand that in the event of employment, any information that was false or misleading in my application or interviews may result in discharge. I also understand that if employed, I am required to obey all rules and regulations of the Communications Center.

I certify that the application and answers that have been given are complete and true.

Applicant's signature

Date of Application

WAGE:

STARTING WAGE

\$16.00 PER HOUR

ALL FOLLOWING YEARS' COST OF LIVING INCREASE TO ALIGN WITH HARRISON COUNTY EMPLOYEE'S.

Philip Davis – Coordinator

111 S. 1st Ave

Logan, Iowa 51546

{712} 644-2353 office

ema@hcia.us