

DISPATCHER
COLUMBIA COUNTY SHERIFF'S DEPARTMENT

POSITION DESCRIPTION

I. Position Summary

This position is in the County Jail Communications Center Classification under the general supervision of the Columbia County Sheriff and/or Jail Administrator. Operates two-way short-wave radio equipment and all other communications and monitoring equipment in the Communications Center.

Essential Duties and Responsibilities

1. Responsible for receiving, transmitting relaying, logging and coordinating all complaints, inquiries, assistance calls and various communications with law enforcement agencies and county agencies.
2. Receives, evaluates and channels information or complaint received from the general public concerning crimes, police emergencies, public safety services and other important communications.
3. Relays information, instructions, or questions to remote units
4. Logs all transmissions including calls for medical assistance, complaints received and coordinates calls and transmissions for count and all municipalities within the county to traffic and/or criminal emergencies for all fire and/or medical departments.
5. Operates varied and complex police communication systems including two-way radios, telephone/teletype equipment, and computer terminal.
6. Monitors the location and status of public safety communications especially in emergency situations.
7. Maintains records of all radio dispatches received and transmitted including telephone calls
8. Assists in training new employees

II. Knowledge, Skills, Licensure and Experience Required

1. Associate of Arts Degree in Criminal Science/Law Enforcement desirable
2. High School diploma or equivalent
3. One (1) year related work experience preferably in operating two-way radio equipment, computer terminals or multiple line call-director telephone systems.
4. Excellent moral character
5. Valid Wisconsin Driver's license
6. Expected to maintain automobile liability insurance
7. Must be bondable
8. Drug test required
9. Required to maintain complete official departmental uniform for duty as directed
10. Certification in Radio Communications

11. Knowledge of the Federal Communications Commission covering operations of all communications equipment such as radio/telephone equipment
12. Considerable knowledge of police radio telephone broadcasting and receiving techniques
13. Ability to speak clearly and to understand radio messages, terminology from police, fire and ambulance personnel
14. Ability to operate and maintain radio telephone equipment
15. Ability to use computer terminal for access information
16. Knowledge of dispatching and receiving principles and practices on radio telephone equipment
17. Ability to follow oral and written instructions and to react swiftly, quickly and effectively to tense emergency situations
18. Ability to keep information confidential
19. Ability to keep and maintain accurate records
20. Ability to learn Columbia county geography
21. Ability to accurately type 30 words per minute
22. Materials and equipment used:

General office equipment	Motorized vehicle
Teletype	Police Communications System
Medical equipment	Camera
Flashlight	Fire extinguisher

III. Physical Requirements

1. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing and walking
2. Visual Acuity
3. Able to hear normal conversation
4. Able to communicate orally in a clear manner
5. Good manual dexterity of hand and fingers
6. Able to lift/carry/push/pull at least 100 pounds

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.