

**E911 DISPATCHER**  
**COLUMBIA COUNTY SHERIFF'S OFFICE**

**I. Position Summary**

This is a skilled position in the Dispatch Center under the general direction of the Dispatch Sergeant and Dispatch Coordinator. This position answers emergency 911 calls and non-emergency calls from the public. This position directs and coordinates first responder services to an emergency and provides a wide variety of information to non-emergency callers and directs them to the proper department. This position operates two-way, short-wave radio equipment, CAD systems, and all other complex communication and monitoring equipment in the Dispatch Center while recording and logging all officer and first responder activity. This position will follow the confidentiality clause as defined in the Employee Handbook.

**II. Essential Duties and Responsibilities**

1. Responsible for receiving, relaying, documenting, and coordinating all complaints, inquiries, calls for assistance, and various communications with law enforcement agencies, first responders, and other public entities.
2. Receives, evaluates, and channels information or complaints received from the public concerning crimes, emergencies, public safety concerns, and other communications.
3. Relays information, instructions, or questions to public safety personnel.
4. Dispatches all appropriate resources to calls for fire or medical assistance, law enforcement for all criminal and civil complaints, and any other resources as required.
5. Operates and monitors varied and complex police communication systems including two-way radios, telephone/teletype equipment, CAD, and computer systems.
6. Monitors the location and status of public safety personnel especially in emergency situations.
7. Monitor numerous alarm systems, surveillance cameras, and automated license plate readers.
8. Operate the Mutual Aid Box Alarm System (MABAS) for fire and EMS incidents.
9. Coordinate warrant pickups and transports.
10. Maintains records of all radio transmissions and telephone calls.
11. Provide detailed information to deputies and police regarding outstanding warrants, suspect/subject data, officer safety concerns, and driver and vehicle information.
12. Enters, validates, confirms, and cancels missing persons, stolen vehicles, guns, articles, and various other items into the Transaction Information for the Management of Enforcement (TIME) System as required by the Wisconsin Department of Justice- Crime Information Bureau.
13. Enters, validates, confirms, and cancels warrants, injunctions, and TRO's.
14. Activate and test municipal severe weather sirens.
15. Activate and tests the functionality of emergency radio and paging systems.
16. Activate and tests the functionality of emergency mass notification systems.
17. Maintain keyholder and premises records for private residences and businesses.
18. Maintain and distribute records that relate to public safety calls for service and crime data.
19. Monitor, answer, and document the Crime Stoppers hotline.
20. Coordinate calls between law enforcement and judges/attorneys for criminal investigations.
21. Use translation services so first responders can communicate with non-English speaking individuals.
22. Create copies of radio and telephone recordings.
23. Communicate with phone providers to ping subscribers in emergency situations.
24. Assists in training new employees.
25. Certified in Emergency Medical Dispatching to provide lifesaving information to citizens.
26. Manage and use TTY device to communicate with the hearing impaired.
27. Monitor National Warning System (NAWAS) weather services, activate warning sirens, and issue warnings to emergency personnel.

### **III. Knowledge, Skills, Education, 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, data entry, or multiple line telephone systems.
4. Excellent moral character.
5. Drug test required.
6. Proficient with current county ordinances, traffic laws, State and Federal criminal laws.
7. Required to maintain complete official departmental uniform for duty as directed.
8. Accurately maintain accurate records in digital and physical form.
9. Ability to attain basic TIME system certification within 6 months and advanced TIME certification within 12 months and maintain the certifications for length of employment.
10. Ability to attain emergency medical dispatching certification within 3 months and maintain the certification for length of employment.
11. Ability to attain the required FEMA certifications within 3 months and maintain the certification for the length of employment.
12. Ability to read and understand driver license returns, criminal history information, and Department of Corrections criminal information.
13. Ability to handled multiple tasks simultaneously.
14. Ability to become a notary public.
15. Knowledge of the Federal Communications Commission covering operations of all communications equipment such as radio/telephone equipment.
16. Considerable knowledge of police radio, telephone, broadcasting, and receiving techniques.
17. Ability to speak clearly and to understand radio messages, terminology from police, fire, and EMS personnel.
18. Proficiency in the operation of varied and complex communication systems.
19. Ability to use computer systems to access and search for information.
20. General knowledge of law enforcement.
21. Ability to follow oral and written instructions and to react swiftly, calmly, quickly, and effectively to tense emergency situations.
22. Ability to keep information confidential.
23. Ability to learn Columbia County geography.
24. Ability to accurately type at least 40 words per minute.
25. Proficient with all assigned materials, systems, and equipment to include:

General office equipment	Spillman
Teletype/TIME	Police software and communication systems
Multiple computer screens	911 mapping systems
TDD	CAD/ records management systems

### **IV. 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.

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 as assigned by the Sheriff or his/her designee.