

**Lake County, South Dakota**  
**POSITION DESCRIPTION**  
**911 Communications Center Dispatcher**

**OVERALL FUNCTION**

This position is responsible for providing dispatch services.

**NATURE AND SCOPE OF JOB**

This position reports to the 911 Communications Center Director. This position may require working a rotation of various shifts and work days as assigned or to fill in for a vacant shift, including day, evening and midnight shifts, weekends and holidays. Benefits are only available for full-time positions.

**MINIMUM QUALIFICATIONS**

Graduation from high school or GED equivalent. Ability to meet the minimum standards for employment as outlined in South Dakota Codified Laws Chapter 34-45 and South Dakota Administrative Rules Article 2:05. A complete background check, drug screening, physical, and hearing test is required. Must be able to type 35 wpm with accuracy.

**PREFERRED QUALIFICATIONS**

Current certification as a South Dakota Basic 911 Telecommunicator, certified in Emergency Medical Dispatching and CPR, and certification as a Full-Use NCIC Operator. Residence within 30 minutes response time of the 911 Communications Center.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must obtain certification as a South Dakota Basic 911 Telecommunicator, certification in Emergency Medical Dispatching and CPR, and certification as a Full-Use NCIC Operator within one year of hire.

**SPECIFIC RESPONSIBILITIES AND DUTIES**

Below is a non-exhaustive list of duties and responsibilities. Other duties and responsibilities may be required if requested.

**1. GENERAL DISPATCH**

- Answer calls for service, both emergency and non-emergency, determine the nature and priority of calls and dispatch appropriate services providers to properly address the calls for service
- Monitor and maintain communications with field units and provide updated information from reporting parties and/or field units as available, identify additional resources required to assist in resolving situations, and direct those resources to incident scenes
- Maintain awareness of the location of all on-duty law enforcement officers
- Maintain communications with other local and regional emergency service providers
- Provide direction and assistance to callers during emergency situations through the use of established protocol such as Emergency Medical Dispatch procedures prior to the arrival of service providers
- Provide information concerning general safety and personal security to the general public during situations such as crimes in progress and medical emergencies
- Demonstrate a working knowledge of local geography, the ability to read maps and computer mapping systems and translate directions and locations effectively to law enforcement and emergency service providers

- Maintain records and information concerning crime reports, dispatch information, calls for service, and other official documentations related to public safety communications in a timely and efficient manner
- Communicate effectively and coherently over the phone and radio systems, while initiating and responding to multiple communications
- Provide local and regional information, such as weather and road conditions, to the public as requested and if time allows
- Operate office and radio equipment in conjunction with emergency communications to include, but not be limited to: telephone, both standard and enhanced 911, computer aided dispatch systems, two-way radio systems, photo copier, fax machine, computer paging systems, computer printers
- Ensure the security of the jail by controlling the outside doors to the jail
- Monitor security and fire systems for the courthouse and Public Safety Building
- Perform dispatch services for various entities, including, but not limited to: Sheriff's Office, REACT, SDHP, Fire Departments, Animal Control, Ambulance Service and County First Responders, Police Department, DOT, GF&P, city utilities after hours, Parks Dept, and U.S. Fish and Wildlife

## **KNOWLEDGE, SKILLS, AND ABILITIES**

1. **GENERAL KNOWLEDGE:** The following general areas of knowledge have been identified for the 911 Communications Dispatcher regardless of their area of public safety expertise. Proficiency must be demonstrated in at least the following areas:
  - Comprehension of jurisdictional boundaries and geography;
  - Proper application of Agency terminology
  - An awareness of and respect for diverse populations within the Agency's service area
  - The ability to identify and properly utilize Agency resources, and comprehension of their role in:
    - Incident Command System (ICS)
    - National Incident Management Systems (NIMS), including, but not limited to required training, Tactical Interoperable Communication Plan (TICP), and
    - State or local emergency operations plans
2. **GENERAL SKILLS:** High-performing incumbent 911 Communications Dispatchers have been identified as demonstrating the ability to:
  - Multi-task;
  - Think critically;
  - Provide effective customer service;
  - Make quick workable decisions;
  - Solve problems;
  - Work effectively with others;
  - Accurately communicate effectively both verbally and in writing;
  - The 911 Communications Dispatcher shall demonstrate the application of effective interpersonal communication skills, which includes:
    - Active listening
    - Clear enunciation
    - The ability to be concise in verbal and written communications
    - Appropriate use of Agency terminology, codes, and signals
    - An understanding of plain speech/language techniques
    - The use of Agency approved phonetic alphabet

- The use of generally accepted customer service skills
- The ability to communicate on a professional level with internal and external customers

**3. TOOLS AND EQUIPMENT:** All 911 Communications Dispatcher must demonstrate proficiency on all appropriate tools, equipment, and technology they may be expected to operate within the public safety communications center. The 911 Communications Dispatcher shall demonstrate the:

- Ability to create, access, and update incident data in accordance with Agency directives.
- Ability to utilize existing communication tools and/or available technologies to meet operational needs in both normal and back-up modes (i.e., radio intra/interoperability, telephone and/or electronic relay system patches, local and state resources/networks, mapping and wireless communications, etc.) in accordance with agency policy and procedures, local, state, and federal laws. The 911 Communications dispatcher shall demonstrate the:
  - Ability to operate Agency radio systems
  - Ability to operate Agency computer systems
  - Ability to operate Agency records management systems
  - Ability to operate Agency telephone systems (including TTY/TDD)
- Ability to maintain Agency equipment functionality within established parameters
- Ability to activate emergency alert systems according to agency parameters

**4. PROFESSIONAL COMPETENCE:** The following identifies those components within public safety communications that are critical for enhancing the professional competence of all 911 Communications Dispatchers.

- The 911 Communications Dispatcher is responsible for:
  - Their own learning in the course of training
  - Asking clarifying questions to ensure a thorough knowledge and understanding of the curriculum
  - Providing honest and specific feedback to trainers regarding learning style preferences or issues that impact their learning
  - Providing input to improve or enhance the curriculum in an effort to ensure current information is taught
  - Always presenting themselves in a professional manner, being on time, being prepared, and ready to learn and actively participate in their own learning
  - Being prepared to meet requirements of the learning environment or facility
- The 911 Communications Dispatcher must demonstrate the ability to meet and/or exceed performance standards set by the Agency, by:
  - Demonstrating job proficiency in assigned job tasks
  - Complying with department, local, state, or federal regulations
  - Actively seeking and being receptive to feedback and review of their performance, including during the Agency's established quality assurance or quality improvement process
  - Identifying professional goals that can be supported by the Agency
  - Taking responsibility for their own professional career development by actively seeking developmental opportunities to enhance their job knowledge and skills
  - Demonstrating improvement of performance deficiencies
- The 911 Communications Dispatcher must demonstrate the ability to operate within all written directives and plans established by the Agency, by:
  - Remaining current and informed of all policies, guidelines, and plans
  - Demonstrating the appropriate application of policies, guidelines, or plans

- Recommending updates to policies, guidelines, and plans when appropriate
- The 911 Communications Dispatcher should demonstrate the ability to utilize networking opportunities when appropriate, by:
  - Taking advantage of opportunities to network both within the public safety community and within the community for which they provide service
  - Recognizing networking opportunities presented in concert with training, professional affiliations, and community outreach
- The 911 Communications Dispatcher should review professional publications in order to enhance professional competence and remain up-to-date on developments within the profession, by:
  - Reading professional publications, when possible, to remain up-to-date on current events affecting the public safety communications industry
  - Having an awareness of professional publications that identify, regulate or mandate activities associated with public safety emergency communications

### **PHYSICAL REQUIREMENTS, MENTAL/MOTOR DEMANDS, WORK ENVIRONMENT**

The physical requirements, mental/motor demands, and abilities required to adapt to different work environments described here are representative of those that must be met to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintaining physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:
  - Constantly sitting, talking hearing, reaching with hands and arms, using hands to finger, handle or feel items, write, read, and type
  - Infrequently standing, walking, or stooping
  - Occasionally lifting and/or moving up to 10 pounds
  - Specific vision abilities required by this position include close vision, distance vision, peripheral vision, and ability to adjust focus
- Ability to adapt to the mental/motor demands of this position, which may include the following:
  - Ability to constantly exercise flexibility and maintain attentiveness duration
  - Ability to frequently work with time constraints and maintain attentiveness intensity
  - Ability to constantly participate in social interactions which constantly require oral and written communications
  - Ability to constantly use reasoning, problem solving, and exercise judgment
  - Ability to frequently use memory and estimating
  - Ability to occasionally use mathematics
  - Ability to constantly be precise and pay attention to detail when performing the job; the results of the work performed are on record forever
- Ability to adapt to different working environments, which may include the following:
  - Constantly working in confined areas, indoors, on varying shifts, and alone with multiple interruptions
  - Frequently working in a moderate to loud noise level
  - Occasionally working extended days/hours and working with others
  - Infrequently working around others
  - Infrequently working with the risk of electrical shock

I have read and understand these responsibilities.

---

Employee

Date

---

Department Head

Date