

Office of the Sheriff

**Sheriff
David Thoroughman**

1025 16th Street
Portsmouth, Ohio 45662



Emergency 9-1-1
Law Enforcement 740-354-7566
Corrections/Jail 740-355-8277
Support Services 740-355-8261
Investigations 740-355-8245

Scioto County, Ohio

DA: January 8, 2021

FR: Sheriff David Thoroughman

SUBJECT: JOB POSTING FULL-TIME DISPATCHER

The Scioto County Sheriff's Office is currently accepting applications for a full-time dispatcher. Shifts are 7a-3p, 3p-11p, and 11p-7a. Current starting rate of pay for this position is \$16.39 per hour.

Additional wage increases based on the current contract are as follows:

7-12 months \$16.71

13-48 months \$17.58

49-72 months \$18.22

73-96 months \$18.81

Applications can be picked up at the Scioto County Sheriff's Office Mon-Fri 8a-4p or printed on line from

<http://www.sciotocountysheriff.com>

When submitting an application, a resume is preferred but not required. The application and resume can be dropped off at the Sheriff's Office or scanned and emailed to Chief Deputy Blaine Dudit at blaine.dudit@sciotocountysheriff.com

The following is the job description for this position.

POSITION: 911 DISPATCHER (FULL TIME CIVILIAN)

STATUS: Classified Civil Service

REPORTS TO: Captain-911 Coordinator and/or Sheriff

JOB RESPONSIBILITIES

Under the general direction of the Communication Supervisor and/or Captain, Chief Deputy or Sheriff, this position is primarily responsible for dispatching various emergency and non-emergency response units to respond to complaints and answering requests for assistance placed by individuals who make phone calls or walk into the Sheriff's Office. Maintain a complete and accurate written log report on all complaints; disseminates pertinent information to Deputies, Fire and Emergency Medical Service (EMS) personnel by radio or phone. Performs

data entry functions for the various calls for service and assists Sheriff Deputies in the performance of their tasks.

QUALIFICATIONS

Any combination of training and work experience which indicates possession of skills, knowledge, and abilities, listed below. An example of acceptable qualifications for this position is:

Completion of Emergency Medical Dispatch training and secondary education and experience which includes a comprehensive knowledge of; FCC rules and regulatory requirements, communications equipment and methods, demonstrated ability to exercise sound judgment and communicate effectively under stressful circumstances and demonstrated skill in typing and use of computers, fax machine, TDD machine and multi-line telephones. The physical ability to continuously sit for lengthy periods of time while monitoring the communications to and from the complex 911 radio and the Computer Aided Dispatch (CAD) system while carrying out the general duties of dispatching. Possessing knowledge of the geographic layout of Scioto County and/or the ability to read maps.

ILLUSTRATIVE DUTIES

Performs administrative & clerical duties for the Sheriff's Office. The reception and processing of citizens, law enforcement, fire and EMS personnel. Dispatch Sheriff's Deputies and various fire departments and rescue squads (EMS) and other appropriate public safety response units to emergency situations and other locations to provide assistance.

Provide information to coordinate on-site activities of safety and emergency forces to ensure efficient and effective resolution of emergency situations.

Provide and maintain communications for emergency support services such as hospital notification, wrecker services, utilities and maintenance personnel.

Operates the National Crime Information Center (NCIC) and Law Enforcement Automated Data System (LEADS) computer system by entering and deleting warrants for arrest, civil protection orders (CPO), temporary protection orders (TPO), missing persons, and stolen property.

Hand written radio logs for Law Enforcement, Fire and EMS.

Enter report numbers in the report book and file a copy of all reports entered or deleted from NCIC/LEADS.

Enter and delete warrants in a computer that maintains records from Common Pleas Court (CPC) and Portsmouth Municipal Court (PMC) concerning warrants. Validate all warrants originating from CPC and/or PMC.

Enter all calls and record information into the CAD computer.

Maintains confidentiality within the law enforcement/criminal justice sector of all sensitive information obtained as the result of performing the job duties of 911 dispatcher including but not limited to: information obtained and required to remain confidential as regulated by internal office policies and by local, state and federal law, information concerning active warrants and or indictment warrants where disseminating such information would possibly cause a wanted individual to flee from apprehension, information obtained from LEADS/NCIC, information obtained from the 911 residential/telephone data base and all other information where the general public would not normally have access to through other means.

Operate the FAX machine and have skills to communicate with the TDD machine.

Assist all officers or employees who may need assistance in the hallway, investigations or in the jail area with inmate's male/female when needed.

Perform duties in the jail by providing emergency medical assistance and the ability to be able to open and shut the jail doors. Help with dressing and searching of inmate's. Assist the correction officers and other employees should the building need to be evacuated.

May at times be required to perform those duties of correction officer/matron or office clerk. Attends all educational/training opportunities that are provided and available within the scope of the Sheriffs' Office and upon approval of the Sheriff.

Maintain a good working relationship with all other law enforcement agencies, fire departments, and emergency medical technicians, employees of other criminal justice agencies and public officials.

Performs miscellaneous emergency & clerical duties in maintaining services under all conditions. Performs basic housekeeping duties by keeping the dispatch area and hallway clean. Must be able to dust, sweep, mop and empty trash containers. Required to maintain the dispatch area and the connecting hallway in a presentable and hazardous free condition accessible to employees of the Sheriff's Office and the general public.

Performs any other various related duties as required or assigned by the Chief Deputy, Captains, Sergeants and Sheriff.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

Have general knowledge of inventory control and office practices and procedures. Know the location and have thorough knowledge of the Emergency Medical Dispatch Manuals for the caring and handling medical emergencies over the 911- telephone system. Know the location of and have thorough knowledge of the Emergency Management Plan for Scioto County, and the ability to use the Emergency Response Guidebook. Knowledge and proficient use of a multi-line telephone system, two-way radios, computers, fax machines, TDD machine for the deaf.

Knowledge of communications and regulations under the FCC rules for proper radio procedures. Knowledge of the geographical area of Scioto County and the ability to read maps for purposes of providing directions for emergency personal. The ability to understand and communicate by telephone and/or in person with the general public, co-workers and public officials.

The ability to display proper moral conduct in the performance of his/her duties. Ability to recognize unusual or threatening conditions and take appropriate action and/or provide assistance. Ability to carry out instructions in written, oral or picture form. The ability to apply principles to solve practical, everyday problems and recognize safety warnings. Ability to exercise sound judgment under stressful circumstances. Communicate effectively in oral and written form. Handle sensitive inquiries and contacts with officials and the general public. Keep accurate records and information, analyze situations, establish facts and formulate viable conclusions. Have the ability to perform basic mathematical calculations and to read, write, copy and record figures accurately. Complete routine forms. The physical ability to continuously sit for lengthy periods of time while monitoring the communications to and from the complex 911 radio and CAD system while carrying out the general duties of dispatching and move about the work area easily and deal with stressful situations. Have the knowledge and physical ability to assist other employees with their duties.

MINIMUM QUALIFICATIONS

FORMAL EDUCATION High School Diploma or equivalent

CERTIFICATES/LICENSES

Emergency Medical Technicians

(PREFERRED BUT NOT REQUIRED)

Licenses, Basic Firefighter Certificate, Ohio Peace

Officer Training Certificate, Cardiopulmonary Resuscitation Provider Card,

PRIOR TRAINING/EXPERIENCE Prior experience in operating radio equipment, multi-line phones, and computers is preferred. Experience in dispatching, firefighting and EMS.

ON THE JOB TRAINING It would normally take a qualified individual approximately six to nine months to become reasonably skilled with the associated job duties.

ADDITIONAL REQUIREMENTS An individual in this position must be at least eighteen years of age.