

Langlade County Job Description

Emergency Dispatcher

Updated 11/22/2016

Non-Union Position: Rotating per schedule/40 hours per week
Department: Sheriff's Office
Reports to: Communications Supervisor
Salary: \$_____ to \$_____

Summary:

Under the immediate supervision of the Communications Supervisor, works directly with law enforcement and fire/EMS personnel following their policy and procedures. The Langlade County Dispatch Center is manned 24 hours a day, 7 days a week. The dispatcher(s) on duty is responsible for several duties during a 12 hour shift (6a-6p, 6p-6a). These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. They shall at all times maintain a clean, neat and proper uniform and appearance. Maintain the department headquarters and all department equipment in a clean, neat manner, keeping it presentable to the public at all times. They shall perform such other tasks or duties as they are requested, assigned and needed.

Essential Duties and Responsibilities: *include the following. Other duties may be assigned.*

Scope of responsibilities for all Emergency Dispatchers

- Maintain CONFIDENTIALITY.
- Answer 911 emergency and non-emergency calls, dispatching appropriate police, fire, medical or other emergency units. **11 fire departments, five (5) EMT services, three (3) ambulances & three (3) out of county EMT's (town of Russell, Mattoon and Medic 12). Log all information that's called in and enter information into computer.
- Maintain radio contact with law enforcement, fire, and ambulance units within Langlade County and the City of Antigo.
- Update and maintain all computer records and changes, including all components of the 911 database.
- Report necessary maintenance and operational needs to appropriate personnel.
- Generate computerized monthly reports for Crime Information Bureau and National Crime Information Center.
- Obtain pertinent information from distraught callers.
- Summarize calls and communicate essential messages effectively.
- Work semi-independently.
- Establish and maintain effective working relationships with various officials, agencies, co-workers and the general public using tact and diplomacy.
- Organize and schedule work cooperatively and effectively with co-workers.
- TIME System Certified / bi-annual recertification testing (Time System is the computer used to run checks on drivers/vehicles/criminal histories/hits on warrants & other entries)
- Run traffic stops and criminal histories for all officers.
- Enter county citations and arrests.
- Monitor severe weather informing officers and citizens accordingly.
- Send/Receive teletypes – information from other agencies on crimes in their area, warrant & missing person hits, local criminal checks, complaints, etc.

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- Enter new warrants, missing entries, stolen vehicles, articles, boats, etc. as they come into the office. Must be entered both in the TIME System and in CIS (local system), maintain all paperwork on entries and pass bi-annual audits of entries.
- Hit confirmation on TIME System entries & cancellations.
- Update complaints with information supplied by officers.
- Enter Temporary Restraining Orders/Injunctions TIME System & CIS.
- Dispatch wrecker services when needed.
- Miscellaneous filing and record keeping as needed.
- Updating CID's in the system with current phone numbers, address, alias names, etc.
- Validations – verifying entries that are in the TIME system and keeping the entries up to date.
- Operate the county's Incident Command Mobile Communications Vehicle.
- Handle face to face citizen complaints.
- Notify Highway Department of road issues.
- Maintain Overnight Parking Log for City of Antigo Police Department.
- Receive after hour calls from Antigo Department of Public Works, Parks Department, Waste Water Plant and City Gas and page appropriate personnel.
- Notify electric utilities for lines down and structure fires.
- Scheduling and organizing prisoner transports.
- Perform other tasks and duties as needed.

Specialized responsibilities for designated Emergency Dispatchers:

- Reviews all complaints documented in the Records Management System to insure that all information has been entered correctly and completely.
- Import all crash reports into TraCs database and transmit reports to DOT.
- Responsible for investigating misuse of 911 system and issuing citations.
- Special Response Team Crisis Negotiator.
- Update and maintain dispatchers work and time off schedules, update fill sheet as needed.
- Update and maintain essential phone listings for safety building, squads, county departments and other agencies etc..
- Responsible for maintaining Nordeg reports for the drug unit and submitting to lead agency.
- Update and maintain training records for Sheriff's Office employees.
- Maintain proper mapping for all of Langlade County roads.
- Update MSAG errors received from Frontier.
- Create and update Field Training Officer Manuals as needed.
- Responsible to maintain inventory of office supplies and forms.
- Scan accident reports and closed case files as requested.
- Analyze and prepare Subpoena's, Summons & Complaints, etc., for deputies to serve as required by the Wisconsin Department of Justice service of Civil Process.
- Receipt all money received.
- Mail accident report requests to insurance companies.
- UCR and Time System Validations.

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- TIME Agency Coordinator. Assuring all Sheriff's Office employees are properly trained, certified and re-certified in the TIME System.
- Oversees CIB audit.
- Compiles and prepares all traffic citations for traffic court.
- Separate citations based on forfeitures, non-criminal and criminal citations and put in order per the court docket.
- Enter court dispositions into CIS and maintain a list and post for deputies.
- Responsible for printing out citations from TraCs, entering into CIS and transmitting them to the DOT.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be at least 18 years of age or older
- U.S. Citizen
- Must possess a valid Wisconsin Drivers License
- Must successfully pass a written examination and oral interviews
- Must pass drug screening tests and background investigation
- Must pass psychological and medical/physical exam

Education and/or Experience:

- High school graduation or GED equivalent.
- Experience not necessary, on the job training provided.
- CPR Certification training provided.
- TIME System certified.

Knowledge, Skills and Abilities:

- Ability to react quickly, efficiently and calmly in an emergency situation and adopt an effective course of action.
- Ability to efficiently operate various radio emergency frequencies and record required data into computer system.
- Must be proficient in typing, note taking and other miscellaneous office procedures as requested on a daily basis.
- Must have excellent verbal and written communications skills.
- Good mathematical skills.
- Sound decision making ability based on training and experience is paramount.
- Ability to accurately read a map and give clear and concise directions. Become familiar with the City and County.
- Ability to handle multiple tasks at one time. (Answer phone, listen to radio traffic, enter computer data, etc.)

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- Knowledge of the Federal Communications Commission regulations covering operation of radio and telephone equipment.
- Knowledge of law enforcement terminology and codes.
- Knowledge of department computer software.
- Ability to enter and analyze computer information quickly and accurately.
- General knowledge of the City/County ordinances and the difference between civil complaints vs. criminal.
- Knowledge of all county departments and their functions.
- Knowledge of Departmental Policy & Procedures for both City & County agencies.
- Knowledge of the location and use of all reference manuals.
- Ability to answer multi-line phones and transfer calls.

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

About 95% of the time is spent sitting, using near and far vision, hearing, talking, and using medium fingering for typing and data entry. Standing, kneeling, walking, stooping, and crouching are performed about 5% of the time. Other actions may be required in unusual or non-regular situations. The department reserves the right to assess the medical and physical fitness of each employee's ability to fully perform the expected duties of the position.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* 100% of the time will be inside in a climate controlled building and will involve contact with Langlade County employees and the general public.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

“Non-essential” but duties expected of every dispatcher unless specifically exempted by the Sheriff.

Equipment used: Computer terminal, printer, copy machine, fax machine, scanner, telephone, radio, paging system, alarm and camera systems and any other technical equipment or software as may be necessary.