



BROWN COUNTY

25 Market St.
Aberdeen, SD 57401

COMMISSION/HR

(605) 626-7115

FAX (605) 626-4010

www.brown.sd.us

FULL TIME POSITION

JOB DESCRIPTION – DISPATCHER

POSITION TITLE: **DISPATCHER**

DEPARTMENT: Communications/Dispatch Office - consisting of the Brown County Communications Director, Full-time and Part-time employees.

GENERAL DEFINITION OF WORK:

- Must perform tasks necessary for the operation of a combined communication center serving: Fire Departments (urban and rural), County Sheriff's Department, Police Departments, Ambulance services (urban and rural), Careflight and any other agency deemed necessary.
- Receives emergency and non-emergency calls, including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone, radio systems and CAD systems.
- Calls are completed in accordance with established local procedures as governed by the Communications Council and the Federal Communications (FCC) Rules and Regulations.
- Must operate computer terminals for specialized access with various automated data banks in compliance with applicable laws.
- Works in a confined area for shift hours and remains seated for long periods of time entering data into various computer systems on a constant basis.
- Must be able to work different shifts with possible mandatory overtime, holidays and weekends as needed.
- Assigns appropriate public safety personnel for routine and emergency calls for service.
- Assists in training new personnel on an assigned basis.
- Perform other duties as assigned, including notifying supervisor of concerns.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate effectively and calmly, courteously and clearly, both verbally and in writing, speaking distinctly, and promptly. Communicates with irate, hysterical, aggressive and/or abusive individuals while maintaining composure and attempting to verbally calm them.
- Hears in normal range.
- Ability to simultaneously listen and comprehend both telephone and radio traffic.
- Comprehends and applies County/City ordinances, policies and procedures.
- Ability to document all activity, locations and status in the computer aided dispatch system for public safety personnel, quickly disseminating any additional information.

- Ability to establish and maintain effective working relationships with subordinates, other personnel, agencies and the public.
- General knowledge of the geography of Brown County, location of towns, cities and communities, major and minor roadways/highways, and like information.

MINIMUM QUALIFICATIONS:

High school diploma or general education degree (GED) will be the minimum level of education that will be considered.

Must be 18 years of age and a U.S. citizen.

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one settings and small group situations.

Ability to perform basic mathematical functions.

Ability to learn law enforcement terminology and procedures.

Must not have any felony convictions.

Must successfully complete the state mandated 911 Basic Course within one year of hire.

Ability to possess or be able to obtain a valid SD driver's license.

PHYSICAL REQUIREMENTS:

- Reaching: extending hand(s) and arm(s) in any direction
- Fingering: picking, pinching, typing or otherwise working primarily with fingers rather than with whole hand or arm as in handling
- Grasping: Applying pressure to an object with the fingers and palm
- Talking: Expressing or exchanging ideas by means of the spoken word.
- Hearing: Perceiving the nature of sounds without major correction.
- Repetitive motions: Substantial movements (motions) of the wrists, hands and/or fingers; bending, reaching, pivoting, stooping, standing, kneeling, squatting.
- Light Work: Exerts up to 20 pounds of force occasionally, and/or up to 10 pounds frequently, requiring exertion of forces greater than that normally expected for sedentary work.

BROWN COUNTY COMMUNICATIONS DISPATCHER POSITION

Brown County is seeking a responsible individual for the full-time position of Dispatcher. Job description and minimum qualifications for appointment can be found at www.brown.sd.us or at the Human Resources Department. Salary is \$16.46 per hour. Interested individuals are encouraged to apply by submitting a resume and cover letter or County application (available upon request) continually "Open Until Filled" to Brown County Commission Asst. /HR Office, 25 Market St., Aberdeen, South Dakota, 57401, (phone (605) 626-7115, fax (605) 626-4010, email Gary.Vetter@browncounty.sd.gov. Background Check will be required. Brown County is an Equal Employment Opportunity Employer.