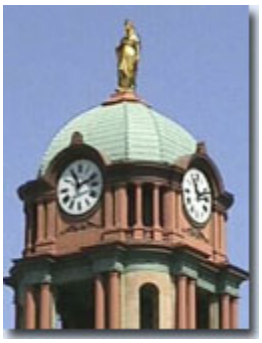

Brown County Human Resources

25 Market Street
Aberdeen, SD 57401
Erica.Coughlin@browncounty.sd.gov
Phone: 605.626.7109; Fax: 605.626.4010
www.brown.sd.us

Classification: Dispatcher Full-time

Wage: $16.96/hour

Department: Communications

Reports to: Director & Assistant Director of Communications

FLSA: Non-Exempt

Opening date: 05-13-2020

Closing date: 06-01-2020

JOB DESCRIPTION

Summary/Objective:
A Dispatcher will take emergent and non-emergent calls. They will contribute to the efficiency and effectiveness of service by offering suggestions and participating as an active member of the team.

Essential Functions:
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must perform tasks necessary for the operation of a combined communication center serving: Fire Departments (urban and rural), County Sheriff's Department, and 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.
- 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.

Competencies:

- Stress Management/Composure:
    - Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, over the telephone, often where relations may be confrontational or strained.
- Problem Solving/Analysis:
    - Read and comprehend simple instructions, short correspondence, and memos.
    - Using initiative and independent judgement within established policy guidelines.
- Teamwork Orientation:
    - Performing basic office support work.
    - Comprehends and applies County/City ordinances, policies and procedures.
- Decision Making:
    - Safety, security and first aid policies and procedures
    - Determining and executing proper course of action under emergent conditions.
- Communication Proficiency:
    - calmly, courteously and clearly in oral and written forms
    - principles and techniques of public relations and customer service, both in person or over the phone
    - Effectively present information in one-on-one settings and small group situations.
    - Ability to document all activity, locations and status in the computer aided dispatch system for public safety personnel, quickly disseminating any additional information.
- Technical Capacity:
    - Use of specified computer applications
    - Learn law enforcement terminology and procedures.
    - Perform basic mathematical functions.
    - Ability to simultaneously listen and comprehend both telephone and radio traffic.
    - General knowledge of the geography of Brown County, location of towns, cities and communities, major and minor roadways/highways, and like information.

Supervisory Responsibility:

- This position has no supervisory responsibilities

Work Environment:

- The position is exposed to a physically challenging environment which may include prolonged sitting.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Reaching: extending hand(s) and arm(s) in any direction
- Fingering: picking, pinching, typing or otherwise working primarily with fingers rather than the 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 work
- Hearing: perceiving the nature of sounds without major correction

- Repetitive motions: substantial movements (motions) of the wrists, hands and/or fingers; bend, balance, climb, pivot, stoop, lift, stand, kneel, or squat
- Vision: close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- Light Work: Regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; occasionally lift and/or move up to 50 pounds

Position Type / Expected Hours of Work:

- Full-time; Hours: Shift will vary, holidays and weekends as needed and possible mandatory overtime

Travel:

- Periodic travel for training may be necessary for this position

Education and Experience:

- Minimum level of education: High School diploma/GED

Required Certificates, Licenses, and Registrations:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Successfully completed the state mandated 911 Basic Course within one year of hire
- Maintain CPR, EMD, CJIS and NCIC certifications.
- Must be 18 years of age and a U.S. citizen.
- No felony convictions
- Possess or be able to obtain a valid SD driver's license

Other Duties:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Apply by:

Submit cover letter and resume or Brown County application to:

- Brown County Human Resources
  25 Market St.
  Aberdeen, SD 57401

or

- Email: Erica.Coughlin@browncounty.sd.gov

An Equal Opportunity Employer