

City of Bluffton

Job Description

Job Title: 911 Dispatcher
Department: Public Safety
Reports To: Computer Systems Administrator/911 Director
FLSA Status: Nonexempt
Last HR Review: July 2016

Principal Function: The 911 Dispatcher provides dispatching services for the Police and Fire Departments and Emergency Medical Services (EMS).

Essential Duties and Responsibilities: Duties include, but are not limited to:

1. Screens incoming emergency and nonemergency calls and determines the proper action.
2. Dispatches emergency personnel based upon the needs of the situation with duties to include: assigning calls to EMS, all Wells County Fire Departments and the City of Bluffton and Wells County law enforcement agencies.
3. Records dates, times, and information on all calls utilizing the software system.
4. Monitors local radio traffic.
5. Enters stolen items and wanted person's information into the Indiana Data and Communications System (IDACS) computer software system.
6. Performs a variety of office support functions, to include, but not limited to: printing reports and forms required and used by the departments.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the organization. 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 duties and responsibilities.

Competencies: To perform this job successfully, all employees working in the City should demonstrate the following competencies:

- **Customer Service** – Responds to requests for service and assistance; Manages difficult or emotional customer situations focusing on listening without interrupting and keeping one's emotions under control; Solicits customer feedback to improve service; Maintains confidentiality and meets commitments.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Job-related Competencies – To perform this job successfully, employees in this job should demonstrate the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Oral Communication** -Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks

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correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

Education and/or Experience: High school diploma or general education degree (GED) required; and one year related experience and/or training desired. Indiana Data and Communications System certification is desired. Previous civilian law and/or dispatcher experience is desired.

Other Skills and Abilities: The following skills and abilities are either required or desired.

- Computer software skills required include: Microsoft Outlook, Word, Excel, and PowerPoint.
- A working knowledge of computer and software systems used in the Police and Fire building is required.
- A working knowledge of record keeping is required.
- A working knowledge of policies and procedures related to dispatching assignments is required.
- A working knowledge of radio communication systems used for dispatching activities is required.
- A working knowledge of basic Police, Fire, and Emergency Medical Technician (EMT) terminology in order to communicate effectively with emergency personnel is required.
- A working knowledge of the City and County Street system in order to work with the 911 mapping system is required.
- The ability to operate a multi-line telephone system is required.
- The ability to operate a computer, printer, copy machine, scanner, fax machine, and other office equipment is desired.
- The ability to speak, read and write in English is required. Spanish is desired.

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 duties and responsibilities.

While performing the duties of this job, the employee is regularly required sit; use hands to finger, handle or feel, and reach with hands or arms; and talk or hear. The employee is frequently required to stand; or walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl, and taste or smell. The employee must frequently lift and or move up to 25 pounds.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

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 duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts and the risk of electrical shock when working with office equipment. The noise level in the work environment is usually moderate.

While the offices of the City are open from 8:00 a.m. to 5:00 p.m., Monday through Friday, this position may require work beyond these hours and on the weekends and on holidays. It may also require the ability to drive Communication Center vehicles. Thus, a valid driver's license may be required.