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**858**

## **Communications Dispatcher**

### **Nature of Work**

This is very responsible technical and administrative work assisting with the operation and maintenance of the communications division for the \_\_\_\_\_ County Sheriff's Department. Activities associated with the job include serving law enforcement, fire and medical services personnel with emergency communications, relaying calls for service to the appropriate agency, receiving 911 calls, gathering information and forwarding to the appropriate responders and serving as an NCIC entry operator. Additional activities include serving as a warrant entry clerk and entering information into the NCIC Wanted Persons, Missing Persons and National Order of Protections Files as well as the TCIC Missing Children and State Order of Protection Files. Incumbents also check active warrants for law enforcement personnel and the public when necessary and perform various administrative and record keeping duties as assigned. Job responsibilities require considerable training and certification in law enforcement communications, strong organizational, interpersonal and decision making skills, dedicated attention to detail and experience working in emergency communications. Job performance is evaluated by the Logistics Lieutenant through review of the efficiency and effectiveness of job related activities, level of support provided for patrol operations and emergency response activities, organizational, interpersonal and decision making skills and adherence to policies and procedures established for the communications division. Job activities are also subject to bi-annual NCIC audits.

### **Illustrative Examples of Work**

- Operates a phone system that receives emergency and non-emergency calls including 911 transfers and TTD calls and ensures the accuracy and thoroughness of all information received.
- Operates a multi-channel radio console to dispatch and receive non-emergency and emergency transmissions.
- Interacts with other law enforcement and emergency communications agencies to obtain and relate information when necessary.
- Completes NCIC validations and entries and ensures that all information is accurate, complete and timely.
- Enters calls for service into the Computer Aided Dispatch system.
- Queries NCIC/TCIC for information requested by officers on NCIC files available through the TIES system.
- Enters warrants into the NCIC Wanted Persons File and ExParte/Order of Protection into the National Order of Protection File.
- Enters vehicles into the NCIC Vehicle File and stolen articles into the NCIC Article File.
- Enters missing persons into the NCIC Missing Persons File and missing children into the Missing Children of Tennessee File.
- Monitors the Weather Channel, Local/National/World news and the NOAA weather radio on a continuous basis.
- Enters stolen/found/felony guns into the NCIC Gun File.

- Assists with all shift activities of the communications division and ensures that any issues or complaints are responded to in a timely manner.
- Operates a multi-function computer that assists with computer aided dispatch, NCIC, mapping and 911 operations.
- Maintains the location of each Patrol unit and promptly dispatches units in response to calls for service.
- Cooperates with local, state and federal agencies in the development and implementation of joint programs and operations related to communications activities.
- Ensures that all communications equipment is functioning properly and requests assistance from supervisors and other departmental personnel when necessary.
- Assists with the preparation of daily activity reports and submits to the Logistics Lieutenant for review.
- Performs related duties as required.

### **Necessary Requirements of Work**

Graduation from an accredited high school supplemented with coursework and training in the principles and practices associated with modern communications equipment and administration, criminal justice, law enforcement or closely related field; strong organizational, interpersonal and decision making skills; ability to communicate effectively and react quickly and calmly to emergency and/or stressful situations; or any equivalent combination of education and experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of the principles and practices of modern communications equipment, organization, administration and methods.
- Considerable knowledge of computer aided communications equipment and hardware components utilized for emergency dispatch systems.
- Considerable knowledge radio protocols, NCIC/TCIC procedures and E911 policies and procedures.
- Considerable knowledge of the functions and organization of other emergency response agencies involved in the operation of the \_\_\_\_\_ County Sheriff's Department Communications Division.
- Considerable knowledge of policies and procedures pertaining to the storage, maintenance and dissemination of sensitive legal information as established by the TBI and FBI.
- Considerable knowledge of the \_\_\_\_\_ County Sheriff's department policies and procedures, TBI data collection, reporting guidelines and NCIC/TCIC guidelines.
- Considerable knowledge of the geographical areas, jurisdictional boundaries and zone locations of \_\_\_\_\_ County.
- Considerable knowledge of police, fire and medical codes as used by the agencies that the communication center dispatches.
- Knowledge of federal, state and local laws and ordinances pertaining to employee health and safety.
- Knowledge of legal documents including warrants, arrest, incident, and accident reports, writs, and civil papers used in sessions, civil, and criminal court proceedings.
- Knowledge of Reverse 911 activation procedures and NOAA radio procedures.
- Knowledge of FCC regulations pertaining to electronic communications.

- Some knowledge of applicable TCA codes pertaining to civil and criminal law.
- Ability to plan and organize job related activities and ensure compliance with all established reporting requirement and deadlines.
- Ability to maintain a high degree of accuracy when dealing with very detailed and sensitive information.
- Ability to speak clearly and distinctly at all times and reduce rambling and disconnected material into concise and accurate messages in a tactful and polite manner.
- Ability to maintain detailed and confidential information in an organized and accessible manner.
- Ability to establish and maintain effective working relationships with court officials, attorneys, co-workers, law enforcement personnel and the public.
- Ability to react quickly and calmly in emergency situations, analyze the situation accurately and determine the proper course of action(s) to be taken in response.
- Ability to effectively interpret and explain pertinent provisions of the rules and regulations of the \_\_\_\_\_ County Sheriff's Department.
- Ability to make appropriate job related decisions within established state and local regulations and departmental policies and procedures in a timely manner.
- Ability to acquire and utilize new job related information when necessary.
- Skill in the operation of modern communications equipment including computer terminals and keyboards, multi-line phone systems, radio communications devices and mapping and 911 applications.

### **Necessary Special Requirements**

- All Sheriff Department personnel are required to maintain the highest standards of integrity, honesty and ethical behavior and conduct themselves in a professional and courteous manner at all times whether or not they are performing job related duties.
- Must be at least 18 years of age.
- Certification by a qualified professional in the psychiatric or psychological fields as free of all apparent mental disorders as described in the current edition of the Diagnostic and Statistical Manual of Mental Disorders of the American Psychiatric Association.
- Certification by a licensed physician designated by the agency as physically capable of performing necessary duties.
- Fingerprints must be on file with the Tennessee Bureau of Investigation.
- Must be a United States citizen.
- Can not have been convicted or plead guilty, or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor or controlled substances.
- Can not have been released or discharged under any other than honorable discharge from any of the Armed Forces of the United States.
- Possession of a valid Tennessee Drivers license.
- APCO Certification.
- NCIC Basic Operator Certification.
- EMD Certification.
- EFD Certification.
- CPR Certification.

\_\_\_\_\_ County  
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