

BUTLER COUNTY, NEBRASKA

Job Description

POSITION TITLE: Dispatcher

DEPARTMENT: Butler County E-911

REPORTS TO: E-911 Coordinator

SALARY: \$19/Hour DOE

PURPOSE OF POSITION: Providing the citizens with the highest quality of service by ensuring safe and efficient receipt, screening, and processing of emergency telephone calls requiring emergency action by police, fire, or rescue squads.

Essential Functions

- Operate the police, county, fire/rescue, and information consoles and ancillary equipment.
- Operate console radio equipment and provide appropriate command, control, and support information for public safety.
- Answering incoming 911 emergency calls and obtain the basic required information from the caller for an emergency response.
- Monitor alarm systems for local businesses and residences and alert the appropriate public safety agencies as necessary.
- Monitor cameras focused on the jail booking desk, waiting area, and door to the Communications office.
- Offer basic self-help assistance to callers, as appropriate.
- Answer incoming non-emergency administrative calls, obtain pertinent information from the caller, and respond to requests for information as appropriate.
- Maintain forms, logs dispatch cards, incoming/outgoing teletype messages, reports to/from records, and other files and records according to established procedures.
- Be alert to and aware of ongoing activities involving the other console operators and offer appropriate backup assistance.
- Participate in special projects and assignments that are directly related to the mission, operation, and/or maintenance of the center.
- Perform other duties as directed or as the situation dictates.

Essential Knowledge, Experience, and Abilities

- Ability to learn the care and operation of the Communications Division equipment, including computer input and retrieval procedures.
- Ability to learn and apply the policies, operating procedures, and methods utilized in the Communications Division.
- Ability to type accurately while conversing with callers.
- Ability to read, write, and speak the English language proficiently.
- Ability to read maps to determine exact location for dispatch.
- Ability to follow oral and written instructions.
- Ability to deal tactfully and efficiently with a variety of people, including those who are frightened, incoherent, hostile, or under great stress.
- Ability to respond rapidly and effectively to emergency situations and to maintain the emotional composure necessary to organize work and to maintain a high level of productivity during the periods of stress or high activity.
- Ability to handle and maintain confidential information.
- Ability to differentiate between an emergency and non-emergency call.
- Ability to distinguish colors on dispatching screens, status boards, etc.

Essential Education, Certifications, and Licenses

- Must obtain certification in CPR within a time frame as established by the department.
- Must obtain NCIC certification for the teletype within a time frame as established by the department.
- Must obtain Emergency Medical Dispatching certification within a time frame as established by the department.

Essential Physical Demands and Typical Working Conditions

- Must be able to work in a sitting position for an extended period of time.
- Must be able to speak clearly for accurate and efficient communication.
- Hearing must be normal in each ear and must meet requirements established by departmental policy.

- Vision must be correctable to 20/20 in both eyes and color vision must be normal as outlined by departmental policy.
- Must be able to work efficiently and rapidly in stressful situations.

Essential Attendance and Availability Requirements

- Must maintain an acceptable level of attendance, punctuality, and availability as determined by the County; must work such regularly-scheduled hours as are determined by the County; must work any required overtime, weekends, and holidays.
- Must work at the assigned work site.
- Must travel as required.

OTHER

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.

This position is subject to Veteran's Preference as required by Nebraska law. Butler County is an EEO employer and invites applicants with disabilities to make known to the interviewer any necessary accommodations in the application process.

Benefits may include paid holiday/vacation/sick leave, retirement, and health insurance.

Interested persons should obtain an application form at the Butler County Human Resources Office, Butler County 911 Center or on the Butler County website www.co.butler.ne.us, and send the completed application, resume and cover letter to Heidi Loges, Butler County Human Resources Director, 3190 N Rd., Ste 1, David City NE 68632 or forward to the following email address: hloges@butlercountyne.gov. Applications will be taken until the positions are filled. Questions, please call 402-367-7497