

DISPATCHER I

MAJOR FUNCTION

This entry level position receives requests and dispatches appropriate emergency units in response to all calls for service. Requests for services include but are not limited to those that are answered by 911 emergency or non-emergency lines. Work is performed under the direct supervision of the Dispatch Supervisor.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Receives and prioritizes all requests for service in unincorporated areas and other areas as required of Marion County, and dispatches appropriate emergency personnel and equipment.
- Transmits other official messages via the radio, TDD/TTY, or paging system respectively.
- Maintains complete status of all on-duty fire-rescue personnel including locations and activities.
- Properly fulfills requests from emergency personnel regarding support services.
- Maintains appropriate communications with other Public Safety agencies.
- Obtains knowledge of Marion County and its boundaries to supply the quickest and appropriate response.
- Maintains high level of customer service.
- Maintains appropriate current support classes.
- Maintains composure in stressful situations to ensure appropriate control of all calls so units are properly supplied with accurate information.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned shift. Maintains availability for on-call, including nights, weekends and holidays.

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- Required to protect the privacy of all Communications Center information in accordance with the agency's privacy policies, procedures, and practices, as required by federal and state law.
- Required and expected to report, without the threat of retaliation, any concerns or observed practices in violation of Communications Center confidential information to the Communications Manager or Director.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

This position has no supervisory responsibilities.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

High school diploma or general education degree; six months preferred previous related experience and/or training in dispatch/communication center.

Licenses

Valid Florida Driver License.

Certifications

Within one year of employment successfully complete Basic Telecommunicators Course; Fire Service Communications; EMD; EFD; Valid CPR card; FCIC Teletype Certification; IS 100; IS 200; IS 700 (NIMS); IS 800; MCFR Infection Control/Aid Awareness (or equivalent) – or– *EMSED Occupational Safety and Health Courses*: B301 (Bloodborne Pathogens), B303 (Respiratory Protection and Tuberculosis), B313 (HIV/Aids Part 1), B315 (HIV/Aids Part 2), B317 (25 years of Aids in the United States).

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JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one with customers and employees of the organization.

Mathematical Skills

- Ability to add and subtract two digit numbers and to multiply and divide with tens and one hundreds.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Problem Solving Ability

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Requires some judgment in selection of procedures, methods, or tools, equipment to own work to accomplish tasks.

Specialized Skills and Abilities

- Ability to maintain composure in stressful situations and to remain calm during emergencies.
- Ability to multi-task in a fast paced environment.
- Knowledge of geographical features of Marion County and landmarks, location and responsibilities of County and State agencies, and the ability to maintain records.
- Knowledge of procedures and equipment.
- Ability to type 35 words per minute.

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- Requires strong hearing skills.
- Requires strong verbal communications skills.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, two-way radio, telephone, telephone/radio recorder, headset, pager, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to lift up to twenty-five pounds; will regularly be required to stand, walk, and sit; and will frequently be required to use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. Special vision requirement for this position is close vision.

WORK ENVIRONMENT

Work is performed in an enclosed area with background noise from radios, telephones, teletype machines and other equipment. Shift work is required, including nights, weekends and holidays. Required to work overtime when necessary, sometimes on short notice. Subject to possible verbal abuse from callers and frequent exposure to traumatic situations.

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Pay Grade: 8	Status: NE
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