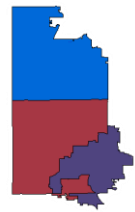




# Southwest Summit Communications

3380 Greenwich Road, Suite 100, Norton, Ohio 44203

Karen Gregorcic, Manager [kgregorcic@swscom.org](mailto:kgregorcic@swscom.org)



## **JOB DESCRIPTION: DISPATCHER**

**FLSA STATUS:** Non-exempt

**REPORTS TO:** Lead Dispatcher and Dispatch Manager

## **STATEMENT OF JOB**

Responsible for public safety telecommunications work in Southwest Summit Communications Center (SWSCOM) under the direct supervision of a Lead Dispatcher, the Dispatch Manager or other designee. The dispatcher receives all incoming emergency calls and communications for SWSCOM Communities, and their Police, Fire, Emergency Medical Service (EMS), Service and Road Departments. Acquires and records essential information, provides needed assistance and information to the proper authority for response.

## **DUTIES AND RESPONSIBILITIES**

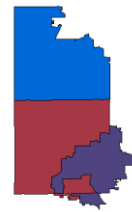
- Receives telephone calls from citizens or agencies requiring services, requesting information or needing assistance.
- Determines appropriate response to be taken. If action is necessary by a SWSCOM public safety agency, the dispatcher will initiate this action by obtaining essential information from the caller and recording this information on the Master Radio Log or CAD System and then relaying the information to the proper authority.
- Responsible for dispatching Police, Fire and EMS personnel to where they are needed and keep track of the location and status of emergency personnel and equipment.
- Keep a log of radio calls, Fire, Police and EMS runs.
- Responds to calls not requiring Police, Fire or Service/Road Department action by providing requested information, directing callers to appropriate source or getting information and returning the call.
- Assists frightened, troubled, incoherent, irrational and angry people with courtesy, calmness and authority.
- Advises callers on why and how to secure appropriate legal action (accident reports, traffic violation waivers, etc.). May be called upon to advise callers on how to cope with difficult or dangerous situations.
- Retrieves and enters information about people, vehicles, weapons, stolen articles, etc. through computer terminals which the jurisdiction has access to in order to obtain state, regional and national law enforcement data.
- Maintains work records, addresses, phone numbers and other reference materials necessary to carry out their telecommunication responsibilities.
- Coordinates all radio communications between field units.
- Responsible for typing and filing Police, Fire and EMS reports as assigned by superiors.
- Must perform other duties assigned by supervisors requiring similar skills.



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## **KNOWLEDGE, SKILLS AND ABILITIES**

- Able to work in a confined area with few breaks and little supervision.
- Capable of maintaining alertness, sensitivity and good judgment under prolonged pressure in an emergency atmosphere.
- Knows the geographical layout of the jurisdictions covered by SWSCOM and the location of buildings including schools, hospitals and industries.
- Ability to use communication devices including computers, telephones and radios.
- Able to work evenings, nightshifts and holidays.
- Familiarity with the rules and regulations of the Police, Fire and EMS Departments and applicable laws and ordinances.
- Knowledge of local government, community and service agencies and their key personnel.
- Knowledge of Police operations, districts, phonetic alphabet, Fire/EMS terminology and operations.
- Able to speak English fluently, and to take and give oral instructions during emergency situations.
- Able to learn how to operate sophisticated communications equipment, such as LEADS computer terminal.
- Possesses good powers of retention of information concerning names, numbers, addresses and details of incidents.
- Able to make quick and accurate decisions in emergency and stressful situations.
- Must be able to develop and maintain a good working relationship with Police, Fire, EMS and dispatch personnel.

## **QUALIFICATIONS:**

Work is performed indoors in a dispatch center and in meeting rooms. The work environment is fast-paced and high pressure and will involve exposure to noise, radios, telephones, alarms and voices. This is a high-stress position based upon responsibility for emergencies processed by the SWSCOM Dispatch Center.

## **PHYSICAL AND OTHER REQUIREMENTS**

- Must be at least eighteen (18) years of age.
- Must be able to type at least 40 WPM.
- Computer experience preferred
- Phone experience preferred
- Primary functions require sufficient physical ability to work in a dispatch center setting and operate dispatch equipment. Physical functions include frequent sitting; upward and downward flexion of neck; side-to-side turning of neck; fine finger dexterity; light to moderate finger pressure to manipulate equipment and controls; lifting of objects weighing up to 10 pounds. Other physical functions include occasional standing, walking, bending, kneeling and squatting; lifting, moving or carrying objects weighing 11-25 pounds.
- Vision in the normal visual range with or without correction with vision sufficient to read computer screens and printed documents and to operate equipment.
- Hearing in the normal audio range with or without correction for telephone, radio, verbal communication, alarms, tones, bells.
- Clear and distinct speaking voice using telephone, radio, and personal contact.

## **EDUCATION**

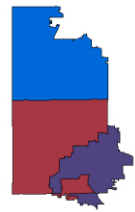
- High school diploma or GED required



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## QUALIFICATIONS CONTINUED:

### LICENSE OR CERTIFICATION

- LEADS Certification
- CPR Certification
- EMD Certification
- NIMS Certification
- Any other certification required by the Dispatch Manager

Training will be provided if not already certified

**These requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required of the job. To perform the job successfully, an individual must be able to perform the essential functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**