



County of Jefferson – Employee Job Description

Department: 911

Position Title: Dispatcher
4292-106

Pay Classification: \$18.30/hour
Minimum of 84 hours per two-week period
County Pension
Insurance Benefits
12 Paid Holidays per year
Paid Time Off (Personal, Sick, & Vacation)

FLSA Status: Non-Exempt
Non-Union

Reports To: Director of Emergency Services
Assistant Director of Emergency Services
Shift Supervisor

Objective:

To obtain information accurately and to properly process the request to appropriate individuals.

Qualifications:

A. Education/Training:

1. High School Diploma or equivalent required.
2. Valid driver's license preferred.
3. Must successfully complete the training requirements offered and requested by Jefferson County 911 and EMD Program (or equivalent) as soon as the trainings are offered.

B. Work Experience:

1. Prior experience preferred but not required.

Background Clearance:

Valid Pennsylvania State Police and/or FBI clearance.



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Knowledge, Skills, and Abilities Required:

1. Must be able to speak and understand the English language as well as follow oral and written instruction.
2. Must possess initiative and problem-solving skills.
3. Must possess the flexibility to function both independently and efficiently with general public, government officials, staff, and others.
4. Must maintain personal integrity.
5. Must possess the ability to multi-task while meeting deadlines.
6. Must maintain confidentiality in regards to county information and records.
7. Must possess the technical knowledge of operating personal computers and other office equipment as necessary with accuracy and reasonable speed.
8. Must possess the ability to read and comprehend policies, technical manuals, and visual displays from a database.
9. Must possess the knowledge of emergency communications equipment systems, procedures, and practices.
10. Must successfully complete and maintain CPR certification, PEMA certification, and CLEAN certification.

Physical and Mental Requirements:

1. Must be able to sit, stand, and walk intermittently throughout the workday with frequent twisting, stooping, bending, reaching, grasping, and lifting/carrying objects weighing a maximum of 10 pounds necessary to carry out essential job duties.
2. Dexterity requirements range from coordinated movements of fingers/hands to simple movements of feet/legs/torso as necessary to carry out essential job duties.
3. Must demonstrate emotional stability and the ability to cope with the physical and mental stress of the position.
4. Must be attentive to detail.
5. Must be able to physically and mentally react quickly to emergency situations.
6. Must possess the ability to remain patient and calm when dealing with callers who are highly agitated, panicked, emotionally upset, or otherwise unable to effectively communicate their needs due to age, injury, illness, or other debilitating situations.
7. Must possess the ability to cope with shift work and remain mentally alert and effective throughout the shift.



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Duties and Responsibilities:

1. Answers incoming emergency and non-emergency telephone calls, including TDD or computer modem calls.
2. Answers and processes all support requests from emergency service units.
3. Answers calls from security companies for fire, police, and/or medical emergencies.
4. Categorizes emergency service requests: emergency response, non-emergency, and administrative.
5. Prioritizes the call: life threatening, public safety and welfare, and prevention of property.
6. Dispatches the appropriate emergency service units.
7. Monitors and updates the status of emergency service units and provides additional support as requested.
8. Writes reports: makes entries into CAD system and other databases as appropriate.
9. Operates computers and other office equipment as needed.
10. Attends meetings and trainings as required to maintain competency.
11. Performs other job-related duties as assigned.

Working Conditions:

1. Works indoors in adequate work space, lighting, temperatures, and ventilation.
2. Average indoor and outdoor exposure to noise and disruptions with above average stress.
3. Normal indoor exposure to dust/dirt.
4. Travels rarely.



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Acknowledgement:

I am able to perform the essential functions of this position without an accommodation.

Yes _____ No _____ (Initial)

Jefferson County reserves the right to change or reassign job duties or to combine positions at any time. I further understand I am an at-will employee and this Job Description does not constitute a contract of employment.

Jefferson County is an equal opportunity employer and administers all personnel practices without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, gender identity or expression, marital status, veteran status, genetics, or any other category protected under applicable law.

I have read this Job Description and fully understand the requirements set forth herein. I hereby accept the titled position and agree to abide by the requirements set forth as well as policies and will perform all duties and responsibilities to the best of my ability.

(Employee Signature)

(Date)

(Employer Signature)

(Date)