

**WASHINGTON COUNTY**  
Job Description

**JOB TITLE: DISPATCHER**

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Exempt (Y/N): No

DEPARTMENT: Sheriff's Office

DATE REVISED: October 2012

SUPERVISOR: Lead Dispatcher

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**SUMMARY:**

The incumbent, under the guidance and direction of the Lead Dispatcher, receives an average of 9500, 911 emergency calls annually and maintains supportive contact with the caller until the appropriate emergency vehicle arrives at the scene when necessary and answers over 175,000 incoming calls received on the Sheriff's Office switchboard. Dispatch officers to calls for service after having detailed and accurate information, ensuring the recording of events. This is a 24-hour operation emergency response communications center. The center is also the primary Public Safety Answering Point (PSAP) for Washington County 911 calls. Personnel handle life and death situations on a daily basis.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Answer five E-911 emergency lines and connect the caller with the appropriate emergency services if fire protection or ambulance services is required, or dispatch law enforcement, ambulance, fire Office, or ambulance service to the scene as required and remain on line with caller until agency arrives when necessary.
2. Answer in excess of 175,000 calls on the nine (9) incoming lines on the Sheriff's Office switchboard and route the calls appropriately.
3. Provide information to the public, answer the phones for other police agencies, receive and relay information for Washington County Officers, nine small town Police Departments, Arkansas State Police, Arkansas Highway Police, Game & Fish, VA Police Department, Prairie Grove Battlefield Park, Devil's Den State Park, special law enforcement task forces and Arkansas Wireless Information Network (Arkansas Department of Emergency Management).
4. Maintain log on all radio traffic, emergency and non-emergency calls, including maintaining calls for service in all situations where an officer is requested, and take special reports as required.
5. Operate the computer terminal(s) from the National and Arkansas Crime Information Computer systems to include obtaining information on persons, vehicles, guns, articles, boats, aircraft, and hazardous material, and enter/delete information into both systems. Maintain current and accurate validations on active entries on a monthly basis and maintain the hot file in accordance to ACIC/NCIC rules and regulations.

6. Maintain a log on all wreckers called by the Sheriff's Office, repossessed vehicles, and complete ACIC entry forms. Ensure that wrecker rotation is adhered to which expedites responses to accident scenes and other calls for service.
7. Operate and continually update Computer Aided Dispatch (CAD) system database to ensure the system is used to its full potential.
8. Change paper and toner in the terminal computer printer, dispatch printer and fax machine. Monitor police frequencies, type and file reports, make trouble reports on E-911 equipment, and use the TDD function on our phone system when necessary to communicate with the hearing impaired. Use the Zetron radio system to dispatch officers to calls for service, broadcast officer safety information, broadcast weather reports, and to communicate with officers. Monitor the fax machine for incoming requests or information.
9. Maintain frequent radio contact with officers as a safety precaution. Responsible for approximately 375 officers, not including state agencies and communicate with other agencies as needed.
10. Maintain logs for Bail Bondsmen, Livestock, Extra Patrol list, Hospice list, Business Representative list, jury lists and Computer Aided Dispatch Geographical File.
11. Operate the recording system to include monitoring status of recordings, system alarms, and making copies of phone calls or radio traffic when requested.
12. Assist the Lead Dispatcher with any necessary training and development of ongoing training program.
13. Monitor and operate the Sheriff's Office, Washington County Courthouse, and Washington County Historical Courthouse alarm systems, Juvenile Justice Complex, South Campus Annex and Tactical Training Facility.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The individual in this position must not have a felony conviction.

**EDUCATION and/or EXPERIENCE:**

Graduation from High School or GED with Two years or more related experience preferred but not required. Knowledge of law enforcement, jail operations, civil process, County policies and procedures and federal and state laws.

**OTHER SKILLS and ABILITIES:**

The individual in this position must be familiar with and operate a multi-line phone system, must be able to be licensed to operate the ACIC (Arkansas Crime Information Center) and the NCIC (National Crime Information Center) computer system. General office skills are required to perform the duties of this job to include proficient usage of a personal computer and other related software programs. Must be able to effectively operate standard office equipment. Excellent oral and written communication and problem solving skills are also required.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and sit; use hands to finger, handle, or feel objects, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.