

DISPATCHER

NATURE OF WORK

Under direct supervision, performs work of moderate difficulty in operating law enforcement and emergency communications equipment.

TYPICAL DUTIES

Receives and transmits complaints and requests for police services, emergency services, or routine information; maintains radio contact with other law enforcement, fire and emergency agencies; provides emergency medical instructions prior to the arrival of law enforcement or ambulance; monitors alarm circuits and tests equipment to ensure proper working order; maintains a computer file/log, recording all dispatching and police service requests transmitted through the communication center; types reports and other material as needed; transmits and receives information from various law enforcement communication network systems (ACJIS, NCIC, NLETS); performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

Knowledge of the street, highway system, and geography of Graham County; ability to type at 35 wpm; ability to operate computer equipment including related software; ability to speak clearly in a well modulated voice; ability to think clearly and act quickly in emergency situations; ability to deal with the public both in person and over the phone under normal or emergency situations.

MINIMUM QUALIFICATIONS

High school diploma or GED, and one year of general clerical experience, which included the use of computer equipment. The ideal candidate will have prior law enforcement dispatching experience and be bilingual in English and Spanish.

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