

# **Ballard county E-911**

## **Job Description**

### **Dispatcher 1 (New)**

#### **PROBATIONARY PERIOD:**

This job has an initial and promotional probationary period of 12 months.

**CHARACTERISTICS OF THE JOB:** Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.

Performs beginning level work in receiving and disseminating information concerning public safety and law enforcement activities to, from and between Ballard County mobile units, law enforcement agencies and the public. Answers 911 calls, and provides emergency medical dispatch instructions while emergency responders are in route; and performs other duties as required.

#### **MINIMUM REQUIREMENTS:**

##### **EDUCATION:**

High school graduate or GED.

##### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must obtain certification as a Telecommunicator by the Department of Criminal Justice Training and LINK/NCIC Operator within twelve months of employment. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification.

#### EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:

Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.

At the beginning level, receives and disseminates information concerning public safety and law enforcement activities. May answer 911 calls and provides emergency medical dispatch instructions to victims and callers in distress, while emergency responders are enroute to the scene. Receives information, complaints and inquiries from the public (by telephone or in person) on subjects such as: road and weather reports, driver and vehicle licenses, accident information and other matters relating to functions performed by the Ballard County E-911 Center and initiates appropriate actions. Directs emergency response vehicles to accident scenes. Enters activity data of agencies which is routinely used in court as official documentation of incidents and used by the agency to generate reports. Completes appropriate reports on all criminal activities and complaints received. Maintains communication center files and logs on all information received. Monitors security cameras including lobby area, and property. Operates telecommunications device for the deaf. Continually updates supervisors on all incidents requiring response.

**TYPICAL WORKING CONDITIONS:** Incumbents in the job will typically perform their job duties under these conditions.

Work is performed in a communications center and under extremely stressful conditions. May be required to work rotating shifts.

#### ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be

necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check.