



# Brown County Human Resources

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**Classification:** Dispatcher Full-time

**Wage:** \$20.54/hour

**Department:** Communications

**Reports to:** Director & Assistant Director of Communications

**FLSA:** Non-Exempt

**Opening date:** 04/30/2021

**Closing date:** 05/14/2021

## **JOB DESCRIPTION**

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### **Summary/Objective:**

A Dispatcher will take emergent and non-emergent calls. They will contribute to the efficiency and effectiveness of service by offering suggestions and participating as an active member of the team.

### **Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must perform tasks necessary for the operation of a combined communication center serving: Fire Departments (urban and rural), County Sheriff's Department, and Police Departments, Ambulance services (urban and rural), Careflight and any other agency deemed necessary.
- Receives emergency and non-emergency calls, including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone, radio systems and CAD systems.
- Calls are completed in accordance with established local procedures as governed by the Communications Council and the Federal Communications (FCC) Rules and Regulations.
- Must operate computer terminals for specialized access with various automated data banks in compliance with applicable laws.
- Assigns appropriate public safety personnel for routine and emergency calls for service.
- Assists in training new personnel on an assigned basis.
- Perform other duties as assigned, including notifying supervisor of concerns.

**Competencies:**

- Stress Management/Composure:
  - o Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, over the telephone, often where relations may be confrontational or strained.
- Problem Solving/Analysis:
  - o Read and comprehend simple instructions, short correspondence, and memos.
  - o Using initiative and independent judgement within established policy guidelines.
- Teamwork Orientation:
  - o Performing basic office support work.
  - o Comprehends and applies County/City ordinances, policies and procedures.
- Decision Making:
  - o Safety, security and first aid policies and procedures.
  - o Determining and executing proper course of action under emergent conditions.
- Communication Proficiency:
  - o Calmly, courteously and clearly in oral and written forms.
  - o Principles and techniques of public relations and customer service, both in person or over the phone.
  - o Effectively present information in one-on-one settings and small group situations.
  - o Ability to document all activity, locations and status in the computer aided dispatch system for public safety personnel, quickly disseminating any additional information.
- Technical Capacity:
  - o Use of specified computer applications.
  - o Learn law enforcement terminology and procedures.
  - o Perform basic mathematical functions.
  - o Ability to simultaneously listen and comprehend both telephone and radio traffic.
  - o General knowledge of the geography of Brown County, location of towns, cities and communities, major and minor roadways/highways, and like information.

**Supervisory Responsibility:**

- This position has no supervisory responsibilities.

**Work Environment:**

- The position is exposed to a physically challenging environment which may include prolonged sitting.

**Physical Demands:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Reaching: extending hand(s) and arm(s) in any direction.
- Dexterity: picking, pinching, typing or otherwise working primarily with fingers rather than the whole hand or arm as in handling.
- Grasping: applying pressure to an object with the fingers and palm.
- Talking: expressing or exchanging ideas by means of the spoken word.
- Hearing: perceiving the nature of sounds without major correction.

- Repetitive motions: substantial movements (motions) of the wrists, hands and/or fingers; bend, balance, climb, pivot, stoop, lift, stand, kneel, or squat.
- Vision: close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Light Work: Regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; occasionally lift and/or move up to 50 pounds.

**Position Type / Expected Hours of Work:**

- Full-time; Hours: Shift will vary, holidays and weekends as needed and possible mandatory overtime.

**Travel:**

- Periodic travel for training may be necessary for this position.

**Education and Experience:**

- Minimum education: High School diploma/GED
- Preferred education: College degree (2 or 4 years) and/or equivalent working experience

**Required Certificates, Licenses, and Registrations:**

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Successfully completed the state mandated 911 Basic Course within one year of hire
- Maintain CPR, EMD, CJIS and NCIC certifications.
- Must be 18 years of age and a U.S. citizen.
- No felony convictions.
- Possess or be able to obtain a valid SD driver's license.
- After two years of employment you will be required to become a certified trainer.

**Other Duties:**

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Apply by:**

Submit cover letter and resume or Brown County application to:

- Brown County Human Resources  
25 Market St.  
Aberdeen, SD 57401

or

- Email: [Erica.Coughlin@browncounty.sd.gov](mailto:Erica.Coughlin@browncounty.sd.gov)