



Brown County Human Resources

25 Market Street

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JOB DESCRIPTION: Full-time Dispatcher

POSITION TITLE: Dispatcher

DEPARTMENT: Communications

GENERAL DEFINITION OF WORK:

- 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.
- Works in a confined area for shift hours and remains seated for long periods of time entering data into various computer systems on a constant basis.
- Must be able to work different shifts with possible mandatory overtime, holidays and weekends as needed.
- 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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate effectively and calmly, courteously and clearly, both verbally and in writing, speaking distinctly, and promptly. Communicates with irate, hysterical, aggressive and/or abusive individuals while maintaining composure and attempting to verbally calm them.
- Hears in normal range.
- Ability to simultaneously listen and comprehend both telephone and radio traffic.
- Comprehends and applies County/City ordinances, policies and procedures.

- Ability to document all activity, locations and status in the computer aided dispatch system for public safety personnel, quickly disseminating any additional information.
- Ability to establish and maintain effective working relationships with subordinates, other personnel, agencies and the public.
- General knowledge of the geography of Brown County, location of towns, cities and communities, major and minor roadways/highways, and like information.

MINIMUM QUALIFICATIONS:

- High school diploma or general education degree (GED) will be the minimum level of education that will be considered.
- Must be 18 years of age and a U.S. citizen.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one settings and small group situations.
- Ability to perform basic mathematical functions.
- Ability to learn law enforcement terminology and procedures.
- Must not have any felony convictions.
- Must successfully complete the state mandated 911 Basic Course within one year of hire.
- Ability to possess or be able to obtain a valid SD driver's license.

PHYSICAL REQUIREMENTS:

- Periodic travel for training may be necessary
- Reaching: extending hand(s) and arm(s) in any direction
- Fingering: picking, pinching, typing or otherwise working primarily with fingers rather than with 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; bending, reaching, pivoting, stooping, standing, kneeling, squatting
- Light Work: Light Work: Exerts up to 20 pounds of force occasionally, and/or up to 10 pounds frequently, requiring exertion of forces greater than that normally expected for sedentary work