



Sheriff Dispatcher (2570)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 11

Safety-Sensitive: Yes

Purpose

The purpose of this classification is to answer and process emergency and non-emergency calls, run checks on driver's licenses and tags, receive calls for assistance from the general public via the telephone and walk-ins, and dispatch Deputies as necessary.

Typical Duties

Answers incoming emergency and non-emergency voice calls: obtains complete and accurate information concerning the nature and location of incidents; enters information and appropriate codes into dispatch system; provides lifesaving and pre-arrival instructions to callers in emergency situations: and advises supervisor of all priority calls.

Dispatches Deputies and emergency personnel to incident locations and provides appropriate information concerning nature and location; maintains radio contact with deputies; and remains available to callers while units are in route as necessary.

Relays information to appropriate emergency response units or agencies; enters wanted persons, stolen vehicles, stolen items, and other information into Georgia Crime Information Center (GCIC).

Conducts research utilizing GCIC database as requested; provides Deputies with information on license and criminal history checks for wanted persons involved in criminal activities.

May assist with other miscellaneous duties within the Sheriff's Office: conducts background checks for the public; may assist with inmate processing; and supervises inmates and inmate visitation.

Communicates with supervisor, Central 911, Deputies, Georgia State Patrol, Statesboro Police Department, probation office, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains computer log and other electronic or manually-kept records concerning all calls and incidents; completes necessary paperwork for support functions including arrest booking, incident reports, fingerprint cards, etc.

Maintains cleanliness / orderliness of work area.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required; supplemented by one year of experience in dispatching; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license. Must possess and maintain GCIC Terminal Operator Certification.

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in critical and/or unexpected situations involving moderate risk to the organization.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert moderate effort in the use of arms and hands, sitting at a work station for long periods of time, and other tasks may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

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