
Hocking County Sheriff's Office

25 East Second Street, Logan, Ohio 43138

Phone: 740-385-2131 Fax: 740-380-2121



Dispatcher Qualifications

Summary:

The Sheriff's Office Dispatcher position is skilled emergency service work that involves receiving emergency 911 and non-emergency requests for law enforcement assistance, determining nature/urgency of law enforcement, initiating law enforcement or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements.

It requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotional, disturbed and sometimes abusive people in a variety of situations. Work may be done separately or in conjunction with other dispatchers and dispatchers may assist in training, teaching and basic operational equipment management.

The Sheriff's Office is operational seven days a week, 24 hours a day. Dispatcher must be able to adapt to shift work.

Duties / Responsibilities:

- Receives and responds to emergency and non-emergency calls via 911, and non-emergency calls from the public, and law enforcement agencies via telephone and radio systems and computer-aided dispatch (CAD) systems;
- Processes and evaluates information received, and dispatches required units and/or agencies;
- Monitors and coordinates law enforcement unit activity and assignments via sheriff's office radio frequencies;
- Maintains status and locations of public safety personnel;
- Utilizes technology such as computers, radio systems, telephones, fax machines and other communication equipment;
- Creates and maintains automated or manual logs of law enforcement communications activity;
- Accesses and enters sensitive data in local/state/national databases as necessary for investigative purposes;
- Enters and maintains files for persons or property pending apprehension/recovery;
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
- Keeps informed of departmental regulations, policies and procedures;
- May assist in providing on-the-job training for law enforcement dispatchers and submit progress reports and evaluations on trainees.

Desirable Knowledge, Skills and Abilities:

- Knowledge of law enforcement activity and methods of local government;
- Knowledge of computer technology and equipment;
- Knowledge of law enforcement terminology and procedures;
- Knowledge of geography for Hocking County and surrounding areas;
- Knowledge of English language for spelling and proper word usage;
- Skill in multi-tasking- coordinating simultaneous mental, manual and visual activities;
- Skill in observing situations analytically and objectively and relaying details accurately;
- Skill in communicating using two-way radio and telephone equipment;
- Skill in operating a variety of communications equipment effectively;
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries;
- Ability to speak clearly and concisely;
- Ability to think clearly and act quickly in emergencies;
- Ability to establish and maintain effective working relationships with Sheriff's Office personnel, other employees, outside law enforcement agencies and the public;
- Ability to meet attendance schedule with dependability and consistency.

Minimum Qualifications:

- High School Diploma or G.E.D.
- At least 18 years of age
- United States Citizen
- Valid Ohio Drivers License
- No felony conviction or conviction of an offense that would be a felony if committed in Ohio

Special Requirements:

This position requires attaining and maintaining certifications for access into local, state and national criminal history databases and associated tele-communications systems. This position requires the satisfactory completion of a personal background investigation by law enforcement and the ability to meet minimum qualifications regarding Sheriff's Office employment.

This job description is intended to indicate the basic nature of the position allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform all the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.