

STARKE COUNTY E911 DISPATCH POSITION

FULL TIME POSITION OPEN FLOATER

Open date: 2/16/2022

Close date:

RESPONSIBILITIES

- 1. Operate a multi-line telephone system, alerting system, Talk-to-text system.**
- 2. Translate information to the appropriate codes.**
- 3. Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes.**
- 4. Perform emergency medical dispatch and crisis intervention services.**
- 5. Ask vital questions and provide pre-arrival instructions for emergency medical calls.**
- 6. Monitor and operate a radio console and computer equipment.**
- 7. Receive and respond to a variety of emergency and non-emergency services and complaints.**
- 8. Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies.**
- 9. Dispatch and coordinate the responses of public safety agencies.**
- 10. Enters and modifies information into local, state and national computer databases.**

11. Monitor and respond to a variety of technical systems and alarms.

To qualify one must have: Must be at least 18 years old and possess a high school diploma or GED. Must possess a valid driver's license, and must be able to pass a background investigation and drug screen.

The Candidate must possess the ability to think quickly, use logic and reasoning to reach conclusions and approaches to problems, work under stressful situations, actively listen and communicate effectively through clear speech and hearing, write clearly and spell correctly, type 40 wpm with accuracy, follow instructions, and develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors.

EXPECTATIONS

- This position will have a set schedule Monday-Thursday the first week, Tuesday-Friday the next week, 10 hr. shifts (as long as there is not any vacation to be covered)
- The shift hours will be 2pm-12am, unless the floater is covering a vacation.
- The main purpose of this position is to cover vacations.
- The floater will have that set schedule unless there is vacation that needs to be covered.
- Vacations requests are to be submitted for approval 30 days in advance to allow the floater to know what their schedule will be a month in advance.
- The floater will be covering day and night shift vacations.
- Schedule, hours and expectations are subject to change per administration.