

# Job Description



**Job Title:** Dispatcher IB      **Job Code:** 905050      **Job**  
**Family:** Public Safety  
**Pay Grade:** JC.14.14      **FLSA:** Non-Exempt      **EEO:**

Administrative Support

**Department/Agency:** EMC      **Position Number(s):** Multiple

**Recommended Position Title(s):** Emergency Communications Specialist IB

**The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

**Essential Duties:**

- Processes medical/fire 911 emergency notifications; inquiries and determines location and nature of emergency assistance requests; determines and sends proper responses based on location, unit status, and type of incident; obtains and provides specific information for responders to allow for immediate intervention upon arrival and to protect the safety of responders and the public.
- Tracks unit location and availability continuously; facilitates dispersal of county emergency resources; anticipates additional resource needs by staging uncommitted units for depleted area coverage and/or response to working incidents; provides accurate documentation of call activity; maintains support resource files which indicate current street closings, hydrants unavailable, hospital patient acceptance capabilities, equipment resource lists, premise information files, and other pertinent information; observes and tests on-line and backup equipment and systems continuously.
- Articulates, promotes, and supports the Mission, Vision and Values of the department; provides answers and solutions for non-emergency requests for information and services; reviews and trains to maintain current levels of operations knowledge, stays abreast of continuous system changes, enhances knowledge, and learns new skills; provides input to enhance and improve department services to our customers and the public.
- Answers requests and completes connections; uses knowledge of call information and judgment skills proactively to activate trauma plan which includes timely notification of proper trauma center and additional resources; responds based on stated injuries, location, traffic concerns, time of day, and other pertinent information; determines and provides early weather warning information through activation of county alert sirens, radios, and pagers with accompanying alert information; provides command and control of responders until arrival on event scenes; deviates from guidelines and protocols to ensure proper outcomes of events.

**Supervisory Responsibilities:**

Yes     No    This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

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***Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.***

### **Minimum Job Requirements:**

High School Diploma or equivalent is required. Hearing and vision acuity and the ability to pass both an auditory (Audiogram) and vision test (Ishihara Color Vision and Vision Titmus near.far.color.perip) with or without reasonable accommodation and pass a drug screen prior to employment. International Academy of Emergency Dispatch (IAED): Advanced Emergency Medical Dispatcher (Advanced EMD) and Emergency Fire Dispatcher (EFD at time of hire or certifications completed prior to conclusion of introductory period.

Ability to work 7 pm to 7 am shift, 7 am to 7 pm, weekend shifts, and holidays is required.

**As of January 1, 2020, this job description is being phased out.**

**Hired prior to January 1, 2020. Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.**

### **Preferred Job Requirements:**

Previous emergency dispatching or related experience is preferred.

### **Education/Experience Substitutions:**

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

### **Physical, Environmental, and Special Working Conditions:**

Weather essential position.

Working twelve (12) hour shifts and on-call work is required.

Successful completion of the post-offer drug testing is required.

All County employees may be called upon to assist other departments in a declared emergency situation.