COMMUNICATION DISPATCHER

A passing score of 70% or higher on a Civil Service Communication Dispatcher test is required to be considered for this position.

NATURE OF WORK:

This is skilled work in receiving and disseminating citizen calls for service, telephone, computer, radio and alarm system calls. The work is reviewed by the Communications Supervisor, but employee must display the ability to handle the calls independently as per procedural general orders. Calls received vary from routine calls for service to emergency life-threatening situations.

EXAMPLES OF WORK: (All duties listed may not be included in any one position nor does the list include all tasks found in a position of this class)

- Answers telephone and directs caller to proper office.
- Receives information requesting service from the Sheriff's Office.
  Enters information received by telephone, radio, or other means in a departmental computer system with speed and accuracy in a stressful environment.
- Dispatches calls for service to deputies on patrol.
- Provides communication services as per deputies' requests.
- Maintains Shift Log of incoming calls for service on computer log.
- Maintains computer radio log.
- Enters and receives information by computer regarding ownership of vehicle registrations.
- Through the use of NCIC and ACJIS computer systems: verifies warrants, wanted persons, stolen vehicles, and other property or items.
- Receives and dispatches volunteer fire units to fires or other emergencies.
- All other duties as assigned.

REQUIREMENTS OF WORK:

- Thorough knowledge of Tuscaloosa County geography, and location of the streets and roads.
- Ability to think clearly and act calmly in emergency situations.
- Ability to keep clerical records.
- Demonstrate computer literacy quickly and efficiently under stress.
- Skill and ability in operation NCIC/ACJIS computer, telephone switchboard, Intergraph, Sheriff's radio system, volunteer fire radio, T.T.D. device, and Sheriff's computer system.
- Ability to work irregular hours, weekends, holidays, and evenings.
- A clear-sounding voice.

QUALIFICATIONS:

- Must have and maintain a valid Alabama Driver's License
- Standard High School Diploma, Advanced High School Diploma, or GED required

DESIRABLE TRAINING AND EXPERIENCE:

- Previous experience in receiving and transmitting telephone, radio, including experience in law enforcement work preferred and high school graduate or equivalent; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- Demonstrates computer literacy.
- Will abide by all procedural general orders and jail operations policy.