

Buena Vista County Sheriff's Office
Communications Center
911 Dispatcher
Job Description

- Receives, transmits, monitors, dispatches, and/or relays messages between the Communications Center, public safety and law enforcement authorities, and other Communications Centers through telephone, radio, teletype, FAX, and other electronic means.
- Obtains confidential criminal and public safety information and records from state and national criminal information sources for use by state, county and local law enforcement officers.
- Compiles and disseminates information concerning stolen cars and property, wanted and missing persons, and similar types of activity.
- Monitors radio channels at all times for communications indicating impending danger to law enforcement or other public safety personnel and provides guidance and assistance as appropriate.
- Queries telephone callers to accurately determine the assistance needed, locations and types of incidents and promptly notifies the necessary law enforcement and emergency service personnel.
- Provides severe weather information to public safety and law enforcement.
- Maintains records of all communications transactions including messages sent, received, and related incidents and/or reports.
- Performs other duties as assigned by the Buena Vista County Sheriff.

Buena Vista County Communications Center
411 Expansion Blvd
PO Box 312
Storm Lake, IA 50588

911 DISPATCHER

CLASS PURPOSE

Answers and processes incoming emergency and non-emergency requests, enters information in prescribed format into the agency's CAD (computer aided dispatch) system, receives training in public safety dispatching.

TYPICAL DUTIES

- Receives on-the-job training to increase the level of competence to that of a 911 Dispatcher.
- Answers the telephone and receives emergency, non-emergency, and 911 requests for assistance; evaluates the information and creates a CAD system incident or transfers the call or provides information to the caller.
- Operates a Computer Aided Dispatch system and associated equipment.
- Dispatches law enforcement, fire, and emergency medical personnel.
- Maintains familiarity with roads, streets, areas with agency boundaries.

QUALIFICATIONS

Minimum Job Requirements

Be at least 18 years of age
U.S. citizen
Valid driver's license
Possess excellent oral and written communication skills
Ability to speak and write English
High school graduate or equivalent

Pre-Employment

Must successfully complete a Public Safety 911 Dispatch exam
Must pass an extensive background investigation
May be required to take a hearing, vision, and/or physical exam

PAY & BENEFITS

Starting base pay **\$29,660*** annually with step increase in 6 months to **\$31,303**
Step increases after an evaluation at *6 months, 1 year, and 2 through 4 years*
Paid health and dental
IPERS (Iowa Public Employees Retirement System)
Paid holidays

***Starting pay may be increased for experienced 911 Dispatchers**