

# South Summit Council of Governments

4200 Massillon Road, Suite 100  
North Canton, Ohio 44720

---

## **JOB DESCRIPTION: EMERGENCY SERVICES DISPATCHER**

**EMPLOYMENT STATUS: Full or Part Time, Non-exempt**

**REPORTS TO: Shift Supervisor and Dispatch Manager**

### **JOB SUMMARY:**

All Full and Part Time Emergency Services Dispatchers (Dispatcher) are responsible for public safety telecommunications work in the South Summit Dispatch Center under the direct supervision of a Shift Supervisor and/or the Dispatch Manager. The dispatcher receives all incoming emergency and non-emergency calls and communications for all Police, Fire and Emergency Medical Services (EMS) served by the South Summit Dispatch Center. The Dispatcher shall direct all requests for service to the appropriate agency either by radio, phone or other means as approved by such agency. Accurately records all incoming information to the appropriate operating system and disseminates essential information to the appropriate agency as needed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Receives telephone calls from citizens or agencies requesting services or general information.
- Obtains accurate information from callers and determines appropriate response to be taken.
- If an agency response is required, a call for service shall be initiated in the CAD system under the appropriate agency with all essential information being accurately recorded.
- Responsible for accurately dispatching the appropriate Police, Fire or EMS personnel to the proper location based on the caller information.
- Records activity logs, reports or other information as needed for each agency either manually or electronically.
- Provides Emergency Medical Dispatch (EMD) to callers to assist injured or ill persons until the appropriate Emergency service arrives.
- Utilizes the Law Enforcement Automated Data System (LEADS) to obtain vital information to relay to Police Officers necessary for their safety; license registration, driver's license information, CCW permits, wanted persons, etc.
- Utilizes LEADS to input data for state or nationwide for; wanted persons, missing persons, stolen vehicles, etc.
- Effectively operates radio communications equipment and accurately relays essential information to the appropriate emergency personnel.
- Responsible for maintaining communications with emergency units and performing status checks as required.
- Coordinates Mutual and Auto Aid with other agencies as needed.
- Coordinates with other agencies as required for other assistance; Portage Lakes State Park and Summit Metro Parks Rangers, Summit County Sheriff's Dept, local, county and state road departments, public utility companies, etc.

# South Summit Council of Governments

4200 Massillon Road, Suite 100  
North Canton, Ohio 44720

- Operates paging, public address and alerting systems to provide proper information to emergency personnel.
- Monitors and operates various intercom and surveillance equipment.
- Receives non-emergency, general information calls and provides requested information or re-direct callers to appropriate source.
- Assists frightened, troubled, incoherent, irrational and angry people with courtesy, calmness and authority.
- Maintains work records, addresses, phone numbers and other reference materials necessary to carry out their telecommunication responsibilities.
- Responsible for typing and filing Police, Fire and EMS reports as assigned by superiors.
- Must perform other duties assigned by supervisors requiring similar skills.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Able to work in a confined area with few breaks and little supervision.
  - Capable of maintaining alertness, sensitivity and good judgment under prolonged pressure in an emergency atmosphere.
  - Ability to use communication devices including, but not limited to computers, telephones and radios.
  - Able to work evenings, nightshifts, weekends and holidays.
  - Able to speak English fluently, and accurately communicate instructions and relevant information during emergency situations.
  - Basic computer skills are necessary inclusive of Microsoft Office and Windows.
  - Perform extensive data entry and data retrieval from all information systems used.
  - Able to calmly make quick and accurate decisions in emergency and stressful situations.
  - Ability to multitask simultaneously using multiple operating systems.
  - Must be able to develop and maintain a good working relationship with Peers.
  - \*Familiarity with the geographical layout of the jurisdictions covered by the Dispatch Center and the location of buildings including schools, hospitals and businesses.
  - \*Familiarity with the rules and regulations of the Police, Fire and EMS Departments and applicable laws and ordinances.
  - \*Knowledge of local government, community and service agencies and their key personnel.
  - \*Knowledge of Police operations, districts, phonetic alphabet, Fire/EMS terminology and operations.
  - \*Able to learn how to operate sophisticated communications equipment, such as LEADS computer terminal.
  - \*Must be able to discreetly maintain confidential and protected information as required by law.
- \* learned after employment begins.*

# South Summit Council of Governments

4200 Massillon Road, Suite 100  
North Canton, Ohio 44720

## **QUALIFICATIONS:**

This work is performed indoors and is mostly sedentary in nature but is subject to periods of high stress and pressure, therefore will involve exposure to high noise levels of radios, telephones, alarms and voices and will require the use of headphones for effective communications.

- Must be at least eighteen (18) years of age.
- Must be able to accurately type at least 30 words per minute.
- Basic computer skills are required, preferably with the Microsoft Suite.
- Phone experience preferred.
- Vision in the normal visual range with or without correction with vision sufficient to read computer screens and printed documents and to operate equipment.
- Hearing in the normal audio range with or without correction for telephone, radio, verbal communication, alarms, tones, bells.
- Must have clear and distinct speaking voice using telephone, radio, and personal contact.
- Must possess a valid Ohio driver's license and maintain such throughout the duration of employment.
- Must not have any criminal convictions prior to employment. Any convictions after employment can be grounds for termination depending on the type and severity of crime.
- Must submit to pre-employment drug test and be subject to random drug tests for the duration of employment.
- Physical nature of job is considered light duty work and will consist of long durations of sitting, upward and downward flexion of neck, side-to-side turning of neck, fine finger dexterity, lifting of objects weighing up to 10 pounds, occasional standing, walking, bending, kneeling and squatting.

## **EDUCATION and CERTIFICATIONS:**

- High school diploma or GED is required for employment consideration.
- LEADS and EMD certifications will be required within the first six months of employment.
- CPR (bystander BLS) shall be obtained within the probationary period.
- NIMS 100 and 700 shall be obtained within the probationary period.

All the above certifications shall be maintained current throughout the duration of employment.

Other certifications or training may be required by the employer as they relate to the job functions.