



STARKE COUNTY SHERIFF'S OFFICE SHERIFF WILLIAM A. DULIN

Telephone: (574) 772-3771
Fax: (574) 772-7641

5435 E. State Road 8
Knox, Indiana 46534

JOB POSTING

JOB TITLE: E911 DISPATCHER
JOB TYPE: FULL TIME
LOCATION: E911 COMMUNICATIONS CENTER/STARKE CO SHERIFFS DEPT

DESCRIPTION: An E911 Dispatcher will receive training in emergency communications operations and procedures, transmitting, receiving, and relaying information concerning public safety and law enforcement activities to, from, and between all Police Departments mobile units and stations, and the public by means of radio, multi-line telephone systems, computer terminals, private line intercom systems, and other telecommunications devices.

In a Communications Center, an E911 Dispatchers primary responsibility is to efficiently multi-task using a number of technologies such as answering emergency 911 and business phone calls, entering and updating calls for service and self-initiated activity into a Computer Aided Dispatch (CAD) system and transmitting and receiving radio communications from field personnel. These critical responsibilities are the lifeline for officers in the field and the first contact with the public who report emergency situations requiring police, fire or medical response.

QUALIFICATIONS: REQUIRED EDUCATION AND SKILLS: Graduation from high school or GED equivalent. CONDITIONS OF EMPLOYMENT AND PERFORMANCE STANDARDS: Be free from intemperance in the use of narcotics, controlled substances, alcohol, etc. Work weekends, days off, holidays, or any shift required. Have dexterity of hands and fingers to operate standard office equipment, including a computer keyboard. Ability to respond to visual and sound stimuli with a high degree of accuracy in a timely manner. Ability to distinguish colors. Have adequate hearing and visual acuity to successfully perform the essential job functions. Ability to effectively communicate orally (using radio equipment) and in writing. Ability to effectively communicate with and assist upset, confused, or otherwise distressed customers due to heightened emotions. Willing to work long, extended or adjusted hours and respond on short notice to work. Accept counseling and guidance from supervisors. Accept responsibility for issued equipment. Refrain from lying, stealing, and cheating. Comply with departmental guidelines. Certification ability to type at a net rate of 40 words per minute is required.

"LOYALTY AND PRIDE"