

**Madison County, Iowa**  
**Position Description – Dispatcher/Jailer**

**Position:** Dispatcher/Jailer

**Reports to:** CAD Coordinator

**Department:** Madison County Sheriff's Office

**Effective Date:** July 1, 2015

**FLSA:** Non-Exempt

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**General Summary**

Under general direction of the CAD Coordinator. Receive and prioritize emergency 911 calls and non-emergency telephone calls from the public. Process information using computer-aided-dispatch (CAD) system. Dispatch appropriate emergency service agencies such as police, fire and other emergency units. Monitor public safety units in the field. Retrieve and enter computer data for emergency personnel.

**I. Essential Functions**

**A. Communication**

1. Operate a multi-frequency radio and computer aided dispatch system
2. Maintain daily logs of all incoming and outgoing traffic on radio and phone
3. Communicate with emergency personnel on the radio or phone
4. Maintain familiarity with standard operating procedures
5. Evaluate information received from callers and determine appropriate action or actions to be taken
6. Regularly communicate with all co-workers and supervisors on the day to day activities of the dispatch center
7. Address issues, concerns or problems the 911/CAD Coordinator in a timely manner
8. Perform data entry and other work as required
9. Perform all the duties of a jailer (see jailer/dispatcher job description)

**B. Physical Demands**

1. Required to sit, walk and use hands & fingers to grasp, push, pull & operate general office equipment
2. Lift files and file paper work
3. Occasionally lift in excess of 50lbs
4. Restrain inmates

**C. Work Environment and Equipment**

1. Often alone in a dispatch & jail setting
2. Must be able to operate a computer, fax machine, 911 phone system and general office equipment

**D. Additional Functions**

1. Maintain & update inmate files
2. Enter inmate information into computer

**II. Education / Experience / Qualifications**

- A. Be at least 18 years of age
- B. Be of good moral character as determined by a back-ground check
- C. Have a high school diploma or GED
- D. Have normal hearing in both ears (hearing aids are acceptable if sufficient hearing can be obtained)
- E. Have uncorrected vision of not less than 20/100 in both eyes and corrected to 20/20
- F. Undergo psychological testing (MMPI)

**III. Licensing and Certification**

- A. Maintain all dispatcher required certification
- B. 8hrs/year continuing education
- C. First Aid & CPR Certified

**IV. Knowledge / Skills / Abilities**

**A. Knowledge**

1. Record keeping
2. Modern office equipment and software

**B. Skills**

1. Personal
  - a. High level of integrity and confidentiality
  - b. Flexibility to adapt to change
  - c. Willingness to take initiative with little or no supervision
  - d. Attention to detail
2. Organizational
  - a. Analytical thinking and problem solving during emergencies or conflict
  - b. Negotiation, mediation, problem solving and conflict resolution over the phone and internally

- c. Accuracy, planning, and time management
- d. Team work

**C. Abilities**

1. Effectively communicate verbally and in writing
2. Establish cooperative and professional working relationships with other county employees, public officials, department heads, vendors and the general public