



**COUNTY OF YORK JOB DESCRIPTION**  
Dispatcher  
Emergency Communications

Human Resources Department  
120 Alexander Hamilton Blvd.  
Yorktown, Va. 23690  
Phone: 757-890-3687  
Fax: 757-890-3699

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**GENERAL STATEMENT OF JOB**

Performs specialized emergency radio and communications work, serving as a dispatcher on an assigned shift for the York-Poquoson-Williamsburg Regional Communications Center. Receives incoming calls on both non-emergency and emergency 911 lines; dispatches applicable personnel; Operates a computer terminal connected to the Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC). Dispatches units or representatives from public safety and other areas such as law enforcement, fire and life safety, animal control, public utilities, etc. Work is performed under the general supervision of the Shift Leader.

**DISTINGUISHING FEATURES OF THE POSITION**

This is a fast-paced environment where attention to detail is critical. Incumbents work on a rotating shift, are expected to work holidays and weekends as scheduled, and are subject to be called back to work overtime as needed to keep the center staffed at a certain minimal level. The position is considered Alpha, which means that he/she is expected to perform their assigned duties regardless of existing severe inclement weather or emergency conditions.

**ESSENTIAL JOB FUNCTIONS**

Provides emergency E911 dispatch services for the York-Poquoson-Williamsburg Regional Communications Center. Operates a state of the art 800 mhz radio system and related technologies for law enforcement, fire/EMS, and other government functions. Receives calls for service, complaints and requests for assistance by telephone, radio, and other emerging technologies related to next generation 911 services. and in person; Determines priority and operates computer aided dispatch computer to dispatch necessary officials and/or advises caller of proper contact for assistance or information. Corresponds and coordinates services with other law enforcement and public safety jurisdictions.

Operates a computer connected with the Virginia Information Center and the National Crime Information Center to obtain driver's history, vehicle registration data, gun permit verification and criminal record information; enters information into network such as missing person identities, descriptions of stolen vehicles or other articles; corresponds with other law enforcement or public services jurisdictions; processes and maintains records of information obtained; verifies and corrects entries made by the courts and magistrates.

Monitors and operates TDD teletype to communicate with hearing-impaired callers.

Uses CAD system to document information and requests made pertaining to specific incidents by responding units and other County officials; maintains knowledge of location and activities of various emergency response personnel; prepares activity reports and assigns case numbers.

Provides emergency medical instruction over the phone to callers until dispatched personnel arrive.

Monitors County alarm systems; monitors cameras placed throughout York County; monitors and answers National Warning System (NAWAS) and Surry Instaphones, and logs calls.

Maintains a log of computer and equipment malfunctions and problems.

Serves as the main point of contact for radio communications and malfunctions for multiple surrounding PSAP () agencies, as well as local hospitals; maintains a log and notifies vendor for repairs.

Performs clerical functions such as typing, filing, and preparing memoranda; maintains accurate contact information for businesses.

Assists in maintaining accurate contact information for businesses.

Inspects equipment at beginning of each shift to ensure proper operation; reports computer and equipment malfunctions and problems.

### **ADDITIONAL JOB FUNCTIONS**

Changes back-up tapes as necessary.

Assists in training of newly hired communications personnel.

Performs other related work as required.

### **ENTRY KNOWLEDGES, SKILLS, AND ABILITIES**

Some knowledge of the geography of the County, and location of significant buildings.

Some knowledge of personal computers and related software.

Ability to type 30 words per minute and to perform data entry at a reasonable rate of speed.

Ability to speak clearly and concisely.

Ability to understand and follow directions.

Ability to learn dispatch procedures for police, fire, and EMS calls.

Ability to learn to operate a VCIN/NCIC network.

Ability to learn new procedures and information related to new wireless technology related to emergency customer service..

Ability to acquire the skills necessary to operate the remote controls for video surveillance cameras located in the County.

### **EDUCATION AND EXPERIENCE**

Graduation from high school, and 1 to 2 years telecommunications work; or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

### **SPECIAL REQUIREMENTS**

Must hold or have the ability to acquire the Basic Dispatcher State Certification. Ability to obtain Bi-Annual State Recertification VCIN/NCIC. There are other certifications that are required once employed in order to maintain employment as a Dispatcher.

### **PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment including computer terminals, radios, copiers, etc. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, logs, operational manuals, etc. Requires the ability to prepare correspondence, reports, forms, logs, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence, including communicating via two-way radio.

**Intelligence:** Requires the ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply, and divide. Must be able to utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of office equipment, communications equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress and in emergency situations.

**Physical Communication:** Requires the ability to talk and hear. Must be able to communicate via telephone and radio equipment.

**Prepared by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approval:** \_\_\_\_\_