

## KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court  
555 Bay Road, Dover, DE 19901*

Department of Public Safety  
*Division of Emergency Communications*  
Classified, GRADE 10  
40 Hour Week

### **DISPATCHER III**

**GENERAL STATEMENT OF DUTIES:** Serves as the second in command on shift and an assistant to the Dispatch Shift Supervisor; assumes the role and duties of Shift Supervisor in his/her absence to include: the handling and processing of emergency and non-emergency calls received through the Enhanced 911 phone equipment; dispatches fire, rescue, and emergency medical units to all resident and non-resident citizens in and around Kent County; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** This is highly responsible work dealing with life and property with major responsibility for supervising the activities of Dispatcher I and II's on his/her shift in the absence of the Supervisor. This work involves overseeing the receipt, proper triaging, and dispatching of all fire, rescue, emergency medical, or police incidents on a given shift in and around Kent County. The employee is responsible for reading geographic, logistical, and/or any other printed resource materials made available for daily operations, using a computer-aided dispatching system for alerting the appropriate agency to any reported incident received. This work is performed under the general direction of the Shift Supervisor and in accordance with standard operating procedures.

**ADA REQUIREMENTS:** This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, feeling, handling, walking, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deduction; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**EXAMPLE OF WORK:** *(Illustrative only)*

Serve as the second in command on shift and an assistant to the Dispatch Shift Supervisor;  
Receive numerous emergency and non-emergency calls;  
Determine the exact location of the emergency incident and dispatches the proper response agency and equipment;  
Dispatch additional fire equipment or personnel when circumstances require;  
Dispatch Delaware State Police helicopter/paramedic service when due or when appropriate;  
Maintain a constant update of all mobile units in service in the field, showing their status, location, and fire ground conditions;  
Assist fire, rescue, emergency medical, government and private agency officials in the field with special logistical support information such as hazardous materials, water supply, location of handicapped individuals, mutual aid support, and/or evacuation plans;  
Contact appropriate utility companies to shut off services in emergency situations when necessary;  
Relay and/or tie in through radio/telephone communications all basic and advanced life support ambulances to the appropriate medical facility and monitors same for channel control;  
Maintain logs/records and collects data;

Act as liaison with volunteer fire companies, ambulances, and paramedics with other public agencies;  
Monitor fire, security, and other alarms in Kent County;  
Operate logging recorder;  
In the event of a major emergency or incident in Kent County, ensure that no certain area is depleted of emergency equipment; if area is depleted, moves units to cover said area;  
Provide Quality Assurance on non-call taking events, such as working fires, entrapments, etc.;  
Serves as senior dispatcher and example to other Dispatchers;  
Assists with the continual training and development of less experienced dispatchers.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of the geographic area, streets, rural roads, and highway system of the county; Good knowledge of Federal and State regulations governing radio transmissions; alertness and skill in detecting the scope and magnitude of an emergency; ability to communicate effectively and to work under confining conditions; Ability to use approved radio equipment and computer systems with pertinent applications; Thorough knowledge of State and County Fire/EMS company response and operational policies; Knowledge of the use and applications of web based scheduling software; Advanced knowledge of the operational materials within the Division (CAD, Radio, Phone, Phone Mapping, etc.); Regular and timely attendance; Performance of duties in a safe manner

**ACCEPTABLE EXPERIENCE AND TRAINING:** High school diploma or G.E.D; 2 years of experience as a Dispatcher II (minimum 4 years of experience); Completion of the APCO Communication Center Supervisor course within 12 months of promotion; Possess and maintain Emergency Medical, Emergency Fire and Emergency Police Dispatch certifications; Possess and maintain CPR/AED Certification

**ADDITIONAL REQUIREMENTS:** Must pass written examination and typing test administered by the Kent County Personnel office. Must pass testing for substance abuse, and criminal background investigation. Must pass background security investigation. Must sign a confidentiality form for Delaware State Police information. Must work a rotating twenty-four- shift, seven days a week, as assigned and be on call for a 48-hour period as scheduled by the Dispatch Shift Supervisor. Must be certified or become certified as in E.M.D./E.F.D-Q in Quality Assurance/Improvement procedures within one year of promotion. Must memorize dispatch information and procedures compiled by department. Must have ability to locate emergency dispatch information in a fast and efficient manner. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

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Employee Acknowledgment

Est. 07/01/00, Rev. 07/01/03  
Rev.12/06/20, Rev. 01/03/21