

**Title: Dispatcher III**  
**Department: Public Safety**  
**Division/Office: Emergency Communications Division**



Grade 2118; Hourly position; Category: Classified; Job Code: DIS3; Rev.:07/01/2021

### **General Description**

The purpose of this position is to serve 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.

This single per-work-shift group/team leader position works under close to general supervision according to set procedures but determines how or when to complete tasks.

### **Duties and Responsibilities**

*The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.*

- Serves as the second in command and as an assistant to the Dispatch Shift Supervisor.
- Receives numerous emergency and non-emergency calls.
- Determines the exact location of the emergency incident and dispatches the proper response agency and equipment.
- Dispatches additional fire equipment or personnel when circumstances require.
- Dispatches Delaware State Police helicopter/paramedic service on medical emergencies.
- Maintains a constant update of all mobile units in service in the field, showing their status, location, and fire ground conditions.
- Assists 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 disabled individuals, mutual aid support, and/or evacuation plans.
- Contacts appropriate utility companies to shut off services in emergency situations when necessary.
- Relays and/or ties in through radio/telephone communications basic and advanced life support ambulances to the appropriate medical facility and monitors for channel control.
- Provides scene safety and potentially life-saving instructions.
- Maintains logs/records and collect data.
- Monitors fire, security, and other alarms in Kent County.
- Operates logging recorder.
- Provides back-up service for the City of Dover Fire Department.
- Performs related work as required.

### **Minimum Education and Experience Requirements:**

Requires High School graduation or GED equivalent supplemented by 2 years of experience as a Dispatcher II (minimum 4 years of experience) or any equivalent combination of experience and training.

### **Additional Requirements:**

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

*This Class Description does not constitute an employment agreement between the Kent County Levy Court and an employee and is subject to change by the County as its needs change.*

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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.

**Americans with Disabilities Act 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; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; 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.

**Special Certifications and License Requirements:**

- May be required to pass standardized examination to determine basic and supervisory knowledge, skills & abilities.
- Must possess and retain Emergency Medical, Emergency Fire and Emergency Police Dispatch certifications.
- Possess and maintain CPR/AED Certification.
- Must complete of the APCO Communication Center Supervisor course within 12 months of promotion.
- Must obtain and retain Quality Assurance certification for Emergency Medical, Emergency Fire and Emergency Police Dispatch within 12 months of promotion.

**Notices:**

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

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Employee Acknowledgement