

POWESHIEK COUNTY

JOB DESCRIPTION

	Department: Sheriff
Title: Dispatcher/Jailer	FLSA: Non-Exempt
Date: June 2003	Reports To: Dispatch Supervisor/ Jail Administrator

PURPOSE OF POSITION

Provides for the protection of life and property by dispatching and coordinating local law enforcement, emergency medical, fire and rescue and related public safety services. Tends to the needs of inmates by monitoring jail cameras; keeps track of mail, medication charts; maintains jail charts, and helps with booking procedures when needed; serves meals; provides laundry service; dispenses medications and performs other related duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The following duties are typical for this job. These are not to be construed as exclusive or all inclusive. Other duties maybe required and assigned.

Dispatcher Duties:

Responds to incoming telephone/radio calls requesting contact with city/county governmental agencies; forwards calls or takes messages if appropriate party is absent.

Responds to incoming emergency telephone/radio calls determining name, location and nature of emergency; dispatches radio traffic for Sheriff's department, local police departments, fire departments, ambulance and disaster services, and related public service agencies; notifies appropriate agencies or units and coordinates response call information; dispatches calls to fire rescue, ambulance, emergency and other involved personnel.

Monitors assigned radio frequencies for emergency and routine traffic; generates appropriate response on all calls for service.

Responds to calls from officers for registration, criminal history, stolen property, missing persons and related verifications and checks; secures information from data base and conveys back to officer. Enters lost or missing property for dissemination on a(n) area, state, and nationwide basis.

Accesses state and 911 computers to check addresses, phone numbers and confirm directions for responses; uses various communications equipment such as fax machines, TDD's, alarms, video monitors and pagers to receive and convey emergency road, weather and related information; operates equipment to secure driver's license and registration checks.

Briefs incoming operators of important details; faxes and copies documents; runs radio log file daily; monitors weather conditions and jail alarm system; pages officers, calls out rescue vehicles, notarizes documents, and updates 911 system.

Provides assistance to the public, media, etc., at the communications center; answers or refers complaints, inquiries and requests for service.

Tests pagers, alarms and security devices on a regular basis.

Performs support duties including typing various reports, forms and related documents; and as well as other related general office duties as necessary.

Jailer Duties:

Launders jail and prisoner items; logs in visitors; dispenses and collects prisoner mail; maintains jail log and records during shift; makes hourly security checks and keeps records; keeps roster and location board of inmates up to date; operates all security devices during shift.

Monitors prisoner activity by observing closed circuit television camera; converses with inmates and jail staff using communication (visual/audio) equipment; uses intervention techniques as necessary.

Performs required jail checks; tends to needs of inmates such as serving meals and giving medications; relays inmate requests, medication needs, and related matters.

Admits, books, searches, fingerprints and photographs all incoming prisoners; issues clothing, bedding and related personal items; maintains jail log and records during shift; administers CPR and first aid as required.

Conducts head counts at beginning and end of each shift; makes hourly security checks and keeps records; keeps roster and location board of inmates up to date; operates and periodically inspects all security devices during shift.

Provides for the custodial care of inmates with emphasis upon feeding, medication, personal hygiene, sanitation of facility; maintenance and repair needs within the jail; performs general housekeeping as required.

Maintains inmate records by writing in log, identifying prisoners and transporting/escorting them to court and medical facilities.

Controls all inmate movement within secure areas of jail; controls scheduled inmate activities and programs; searches inmates coming into and leaving the jail.

Fills out and delivers disciplinary reports and grievances; reports damages of jail property to supervisor; conducts shakedown inspections; restrains inmates when necessary; mediates disputes and breaks up fights.

MINIMUM EDUCATION AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Graduation from high school or GED equivalency. Possession of NCIC certificate, 40-hour Telecommunication Training and BIST Training, Jail School Certificate, Medication Management Training, First Aid, CPR Certificate or ability to acquire same within specified periods following employment. Current Motor Vehicle Operator's license issued by the State of Iowa.

MINIMUM PHYSICAL AND MENTAL DEMANDS REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Physical Requirements

Work requires the ability to read data and information from screens and other devices involving close vision. Frequent activity such as walking, standing, bending, stooping, kneeling, reaching (vertical and horizontal); using fingers, hands, feet, legs and torso in providing various security services. Proficient in the use of restraining equipment and self-defense techniques. Able to lift, carry and restrain inmates when required. Ability to manipulate keys, keyboards, operate levers and buttons; open and close heavy doors. Able to operate fire extinguisher and equipment used in booking prisoners such as monitors, cameras, radios, and recorders.

Cognitive Demands

Requires knowledge of: methods and procedures for operating police radio equipment; procedures for operating computer equipment as related to entering and retrieving data; emergency communication procedures as related to providing information on severe weather, road conditions, vehicle accidents, hazardous chemical spills, local landmarks, cities, streets and roads as related to dispatching emergency services and law enforcement officers; state and federal laws pertaining to public safety procedures and legal jurisdiction of law enforcement agencies as related to determining appropriate agency to contact. Requires the ability to: operate two-way radio equipment; computer keyboard equipment as related to entering and retrieving data; maintain composure while providing or receiving emergency information; maintain accurate communications logs and records and hear sufficiently well to receive messages via communications equipment. Requires a knowledge of: Code of Iowa pertaining to jail operations/standards; rights of prisoners; basic First Aid as related to providing assistance to prisoners; record keeping procedures; and the ability to monitor and quickly report and/or respond to incidents and problems involving prisoners.

Language Ability and Interpersonal Communication

Requires the ability to make proper decisions and prompt responses in a variety of situations ranging from routine to those that are emotionally charged and potentially very serious. Must be able to communicate effectively with all kinds of people in situations or circumstances that are time sensitive, life threatening and stressful. Requires the ability to make proper decisions and prompt responses in a variety of situations ranging from routine to those that are emotionally charged and potentially very serious. Requires the ability to speak clearly and distinctly with poise, voice control and confidence in stressful situations, using appropriate pauses and emphasis. Correct pronunciation and variations in word order and the ability to hear diverse voice communications. Requires the application of knowledge of human behavior when confronted with hostile or combative inmates in providing for their custody and security. Must be proficient in understanding and applying acquired subject matter knowledge in such areas as state jail standards, prisoner rights, and county policies, as well as the ability to endure physical and mental abuse. Requires constant alertness and attention to detail.

Environmental Adaptability

Occupational hazards are those generally associated with mental and kindred stress encountered in operating critical information equipment during severe accidents, family situations, suicides, weather related disasters and related incidents. Occupational hazards are those generally associated with the care, custody and security of individuals who represent a temporary or permanent danger to society and whose behavior and potential for violence can vary from situation to situation. Moderate exposure to contagious disease and bodily injury due to strains, breaking up altercations and related tasks.

