



Matthew B. Treglia, Sheriff
Allen County Sheriff's Office
333 North Main Street • Lima, Ohio 45802 • 419-227-3535



Communications Officer (Dispatcher) Job Description

Division: Communications

Position: 911 Dispatcher

Probationary Period: One Year

Job Description:

A 911 dispatcher (aka a Communications Officer) receives calls, dispatches emergency personnel and vehicles to emergency locations as necessary, advises callers on the best course of action while on the line, prioritizes emergency situations as needed, and transfers any non-emergency calls as necessary.

Responsibilities:

- Receive emergency calls
- Ask callers to describe the nature of the emergency and asks follow up questions as necessary
- Obtains location and personal information of the caller
- Dispatches available emergency units to the proper location
- Keeps callers on the line when necessary
- Advises callers on proper course of actions, calms down, and documents their condition until emergency units arrive
- Maintains logs of all calls and dispatched units
- Enters call information and records into database
- Prioritizes simultaneous emergency scenarios
- Stays up to date on location and activity of emergency units
- Receives non-emergency calls and handles accordingly
- Testifies in court when called to do so
- Reports any fraudulent or prank emergency calls to supervisor or OIC
- Communicate with the Sheriff, Chief Deputy, Lieutenants, Sergeants, co-workers, fire and rescue personnel and other law enforcement personnel

Required Skills

- Ability to remain calm in a crisis
- Excellent listening skills
- Communicates clearly and effectively
- Pays close attention to detail
- Ability to remain alert at all times
- Ability to work quickly and efficiently
- Strong problem solving skills
- Strong organizational skills

- Capable of determining which emergency situations require the most immediate attention
- Ability to multitask efficiently
- Mental and emotional strength necessary to deal with stressful situations for a long period of time
- Articulating instructions clearly in writing and speech

Requirements After Employment Begins:

**Allen County Sheriff's Office will provide training*

- Obtain and maintain CPR/First Aid certification, Emergency Medical
- Dispatch certification and LEADS certification as a condition of employment
- Knowledge of Sheriff's Office codes and law enforcement terminology
- Competence of the function and types of Sheriff's Office radio frequencies
- Must obtain and maintain required certifications to perform duties

Education Requirements:

- High school diploma or GED equivalency

Other Requirements:

- Must be at least 18 years of age
- Must have a valid Ohio Driver's License

Updated 3/22/2021