



Androscoggin County Government

Job Description

Title: Dispatcher

Department: Androscoggin County Sheriff's Office

Supervised by: Communications Sergeant & Director of Communications & Records Management

FLSA Status: Non-exempt

Union: Androscoggin County Employee Association

Position Summary:

Dispatchers are responsible for the effective answering, documentation and distribution of all calls for service, whether emergency or routine, that are received by the Androscoggin County Regional Communications Center.

Essential Duties and Responsibilities: The essential duties for this position include but are not limited to the following.

1. Must be knowledgeable of and abide by Androscoggin County's Standard of Conduct, Code of Ethics and Policy and Procedures.
2. Required to attend all mandatory trainings and to maintain their Terminal Operators Certification, Maine Emergency Medical Services Emergency Medical Dispatcher License, or other required certifications.
3. Demonstrate the proper demeanor and techniques to communicate in an effective manner with all staff, partners, clients and community.
4. Ensure proper utilization and maintenance for all communications equipment and ensure it is in presentable and in a good working order.
5. Answer and field telephone calls within communications standards and policies.
6. Responsible for accurately documenting all pertinent information received and the proper assignment to the appropriate law enforcement, fire and EMS personnel and agency.
7. Possess the skills to handle several incoming lines and the radio simultaneously and within Federal Communication Commission Rules and Regulations.
8. Possess the skills to input and retrieve information from the local records management computer system(s), DMV and NLETS (METRO) system(s).
9. Receives and disseminates all emergency and non-emergency information from teletypes and NAWAS system(s)
10. Monitors all security cameras to detect activity and allow access into secured areas.
11. Receives and disseminates all Emergency Action Plans within Androscoggin County according to plans.
12. Performs other duties and tasks as may be assigned by administration.

Recommended Minimum Qualifications:

1. High School diploma or equivalent.
2. Be a minimum age of 18 years old.
3. Possess a valid Maine driver's license or the ability to obtain a Maine license within 30 days of residency.
4. Pass a thorough background check.
5. Ability to communicate and interact effectively with employees and community members.
6. Be in good physical condition/health.
7. Such alternatives to the above qualifications, restrictions, and requirements as the County Administrator and the Sheriff may, in their discretion, consider equivalent, appropriate, and acceptable.

Education and Experience:

1. High School Graduate

Supervision:

Supervision Scope: None

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

Approved by Sheriff:



Date: 7/29/2023