



## LANGLADE COUNTY JOB DESCRIPTION EMERGENCY DISPATCHER

Department: Sheriff's Office  
Reports to: Dispatch Supervisor  
Grade/Wage: Garde 16, \$20.00 to \$26.00/hour  
FLSA Status/Hours: Non-Exempt, 40 Hours per week, rotating schedule  
Revised: 2/15/2023

### **Summary:**

Do you like working as part of a fast-paced team? Do you like multi-tasking? Are you looking for a wide range of tasks throughout the day? Do you want to be part of an integral team responsible for dispatching the appropriate staff, police, fire, medical, or other emergency units in a citizen's time of need? If so, the Langlade County Emergency Dispatcher is a position for you! This position works directly with law enforcement and fire/EMS personnel. This fast-paced position is part of the Langlade County Dispatch Center and is manned 24 hours a day, 7 days a week. The dispatchers on duty are responsible for dispatching the appropriate staff, police, fire, medical, or other emergency units.

**Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform each essential function satisfactorily and in a timely manner. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.**

- Answer 911 emergency and non-emergency calls, dispatching appropriate police, fire, medical or other emergency units. \*\*11 fire departments, five (5) EMT services, three (3) ambulances & three (3) out-of-county EMT's (town of Russell, Mattoon and Medic 12).
- Log all information that's called in and enter information into the computer.
- Maintain radio contact with law enforcement, fire, and ambulance units within Langlade County and the City of Antigo.
- Update and maintain all computer records and changes, including all components of the 911 database.
- Report necessary maintenance and operational needs to appropriate personnel.
- Generate computerized monthly reports for Crime Information Bureau and National Crime Information Center.
- Obtain pertinent information from distraught callers.
- Summarize calls and communicate essential messages effectively.
- Establish and maintain effective working relationships with various officials, agencies, co-workers and the general public using tact and diplomacy.
- Organize and schedule work cooperatively and effectively with co-workers.
- TIME System Certified / bi-annual recertification testing (Time System is the computer used to run checks on drivers/vehicles/criminal histories/hits on warrants & other entries)
- Run traffic stops and criminal histories for all officers.
- Enter county citations and arrests.
- Monitor severe weather informing officers and citizens accordingly.



- Send/Receive teletypes – information from other agencies on crimes in their area, warrant & missing person hits, local criminal checks, complaints, etc.
- Enter new warrants, missing entries, stolen vehicles, articles, boats, etc. as they come into the office. Must be entered both in the TIME System and in CIS (local system), maintain all paperwork on entries and pass bi-annual audits of entries.
- Hit confirmation on TIME System entries & cancellations.
- Update complaints with information supplied by officers.
- Enter Temporary Restraining Orders/Injunctions TIME System & CIS.
- Dispatch wrecker services when needed.
- Miscellaneous filing and record keeping as needed.
- Updating CID's in the system with current phone numbers, address, alias names, etc.
- Validations – verifying entries that are in the TIME system and keeping the entries up to date.
- Operate the county's Incident Command Mobile Communications Vehicle.
- Handle face-to-face citizen complaints.
- Notify the Highway Department of road issues.
- Maintain Overnight Parking Log for the City of Antigo Police Department.
- Receive after-hour calls from Antigo Department of Public Works, Parks Department, Waste Water Plant and City Gas and page appropriate personnel.
- Notify electric utilities of lines down and structure fires.
- Scheduling and organizing prisoner transports.
- Perform other tasks and duties as needed.
- Maintain CONFIDENTIALITY

**Specialized responsibilities for designated Emergency Dispatchers:**

- Reviews all complaints documented in the Records Management System to ensure that all information has been entered correctly and completely.
- Import all crash reports into TraCs database and transmit reports to DOT.
- Responsible for investigating misuse of 911 system and assigning officers for possible citations.
- Special Response Team Crisis Negotiator.
- Update and maintain dispatchers' work and time off schedules, update fill sheet as needed.
- Update and maintain essential phone listings for safety building, squads, county departments and other agencies etc.
- Responsible for maintaining Nordeg reports for the drug unit and submitting to the lead agency.
- Update and maintain training records for Sheriff's Office employees.
- Maintain proper mapping for all of Langlade County roads in conjunction with GIS Dept.
- Update MSAG errors received from Frontier.
- Create and update Field Training Officer Manuals as needed.
- Responsible to maintain inventory of office supplies and forms.
- Scan accident reports and closed case files as requested.
- Analyze and prepare Subpoena's, Summons & Complaints, etc., for deputies to serve as required by the Wisconsin Department of Justice service of Civil Process.
- Receipt all money received.
- Mail accident report requests to insurance companies.
- UCR and Time System Validations.



- TIME Agency Coordinator. Assuring all Sheriff's Office employees are properly trained, certified and re-certified in the TIME System.
- Oversees CIB audit.
- Compiles and prepares all traffic citations for traffic court.
- Separate citations based on forfeitures, non-criminal and criminal citations and put in order per the court docket.
- Enter court dispositions into CIS and maintain a list and post for deputies.
- Responsible for printing out citations from TraCs, entering into CIS and transmitting them to the Clerk of Courts and District Attorney's Office.

**Qualifications:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be at least 18 years of age or older
- U.S. Citizen
- Must possess a valid Wisconsin Drivers License
- Must successfully pass oral interviews
- Must pass drug screening tests and background investigation
- Must pass medical/physical exam

**Education and/or Experience;**

- High school graduation or GED equivalent.
- Experience not necessary, on the job training provided.
- CPR Certification training provided.

**Knowledge, Skills and Abilities:**

- Ability to work semi-independently.
- Ability to react quickly, efficiently and calmly in an emergency situation and adopt an effective course of action.
- Ability to efficiently operate various radio emergency frequencies and record required data into computer system.
- Must be proficient in typing, note-taking and other miscellaneous office procedures as requested on a daily basis.
- Must have excellent verbal and written communication skills.
- Good mathematical skills.
- Sound decision-making ability based on training and experience is paramount.
- Ability to accurately read a map and give clear and concise directions. Become familiar with the City and County.
- Ability to handle multiple tasks at one time. (Answer phones, listen to radio traffic, enter computer data, etc.)



- Knowledge of the Federal Communications Commission regulations covering the operation of radio and telephone equipment.
- Knowledge of law enforcement terminology and codes.
- Knowledge of department computer software.
- Ability to enter and analyze computer information quickly and accurately.
- General knowledge of the City/County ordinances and the difference between civil complaints vs. criminal.
- Knowledge of all county departments and their functions.
- Knowledge of Departmental Policy & Procedures for both City & County agencies.
- Knowledge of the location and use of all reference manuals.
- Ability to answer multi-line phones and transfer calls.

**Technological Skills:**

Working knowledge of Windows and Microsoft Office Suite.

**Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- While performing the duties of this job, the employee is regularly required to talk or listen.
- The employee frequently is required to stand, walk and sit.
- The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl.
- The department reserves the right to assess the medical and physical fitness of each employee's ability to fully perform the expected duties of the position.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- While performing the duties of this job, the employee regularly works in a climate-controlled building.
- The noise level in the work environment will range from quiet to moderately loud.

Langlade County is an Equal Opportunity Provider/Employer. In compliance with the American Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Date