



Lake County Dispatcher/Jailer

BAND	GRADE	SUBGRADE	FLSA STATUS
B	2	3	Non-Exempt

NATURE OF WORK
<p>The first level of the Communications/Corrections Series is responsible for answering 911 emergency calls and dispatching appropriate personnel; and maintaining safety and security of inmates and a secure jail facility. Responsibilities may include answering emergency calls; tracking status of personnel on response calls; providing emergency information as necessary; conducting the booking process of inmates; performing searches and inspections of facilities and inmates; observing activities in person and through computers in the corrections facilities.</p>

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)		FREQUENCY	BAND/ GRADE
1.	Receives and routes telephone calls reporting situations and incidences of an emergency or life-threatening nature; questions caller and solicits information; receives and routes non-emergency telephone calls; maintains operational records and logs.	Daily 30%	B2
2.	Monitors the status and location of all public safety units.	Daily 30%	B2
3.	Supervises inmates during recreational and other daily activities; enforces facility use, conduct, and other rules of the facility.	Daily 20%	B2
4.	Books and releases inmates which includes performing searches; distributing medications; and approving work releases.	Daily 20%	B2
5.	Performs other duties of a similar nature or level.	As Required	N/B

FUNCTIONAL SPECIFIC RESPONSIBILITIES MAY INCLUDE:
<p>The above classification responsibilities represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.</p>

LEVEL OF DECISIONS
<p>Positions in this classification perform tasks to accomplish the defined goals related to communications and corrections operations. Employees have limited latitude in the technology or process used, but may require unique application of technical processes or systems to determine solutions.</p>

DIRECTION RECEIVED
<p>Incumbents apply procedures and standards to specific situations, and work under general supervision.</p>



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DIRECTION PROVIDED

Incumbents may assign/delegate work assignments to temporary employees, and/or regular employees; troubleshoot problems and issues commensurate with relevant experience.

TRAINING AND EXPERIENCE REQUIREMENTS

High School Diploma or G.E.D.

LICENSING REQUIREMENTS

Incumbents in this class typically require:

- None.

KNOWLEDGE REQUIREMENTS

- Customer service principles;
- County geography;
- Computers and related software applications;
- Recordkeeping principles;
- Facility policies, procedures, and requirements;
- Federal, state, and local laws, rules, and regulations;
- Inmate rights;
- Self-defense techniques;
- Search and seizure procedures;
- Modern office equipment and practices.

SKILL REQUIREMENTS

- Providing customer service;
- Remaining calm in stressful situations;
- Implementing defensive tactics;
- Supervising inmates;
- Operating multi-line phone systems;
- Using a computer and related software applications;
- Keyboarding;
- Reading maps;
- Maintaining records and logs;
- Oral and written communication sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to chemicals, blood, work space restricts movement and environmental threats.



**Lake County
Dispatcher/Jailer**

CLASSIFICATION HISTORY	
DATE	COMMENT
June, 2017	Draft prepared by GBS (MO)

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.