



**Lake County  
Lead Dispatcher/Jailer**

| BAND | GRADE | SUBGRADE | FLSA STATUS |
|------|-------|----------|-------------|
| B    | 3     | 1        | Non-Exempt  |

**NATURE OF WORK**

The second level of the Communications/Corrections Series is responsible for assigning the work of dispatcher/jailers. Responsibilities may include performing work of a dispatcher/jailer; providing guidance and trainings; evaluating employee performance; establishing and enforcing work procedures and processes; and assisting with annual budget development.

| TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.) |   | FREQUENCY    | BAND/<br>GRADE |
|--|---|--------------|----------------|
| 1.   | Provides guidance to lower level staff; prioritizes and assigns work; trains staff; and monitors the quality of work.   | Daily<br>30% | B3             |
| 2.   | Establishes and enforces dispatch and correctional procedures to ensure compliance with department policies.  | Daily<br>15% | B2             |
| 3.   | 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<br>25% | B2             |
| 4.   | Supervises inmates during recreational and other daily activities; enforces facility use, conduct, and other rules of the facility.   | Daily<br>10% | B2             |
| 5.   | Books and releases inmates which includes performing searches; distributing medications; and approving work releases.   | Daily<br>10% | B2             |
| 6.   | Assists in preparing budgets for assigned areas.  | Daily<br>10% | B2             |
| 7.   | Performs other duties of a similar nature or level.   | As Required  | N/B            |

**FUNCTIONAL SPECIFIC RESPONSIBILITIES MAY INCLUDE:**

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

**LEVEL OF DECISIONS**

Incumbents apply significant working experience to ensure safe and efficient operations in assigned area. Decisions made at this level are predominantly operational in nature, dealing with the oversight of clearly defined procedures and work methods. Incumbents may adjust and modify work processes as necessary to ensure successful operations, but generally do not define the goals and objectives of the work area.

**DIRECTION RECEIVED**

Incumbents apply departmental and organizational policies and procedures to specific situations, and work under general supervision.



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### DIRECTION PROVIDED

Incumbents assign or delegate work assignments to temporary employees, and/or regular employees; troubleshoot problems and issues commensurate with relevant experience; instruct others in work methods and procedures; and verify the work of others.

### TRAINING AND EXPERIENCE REQUIREMENTS

High School Diploma or G.E.D.; 3 years communications and corrections experience; or, an equivalent combination of education and experience.

### LICENSING REQUIREMENTS

Incumbents in this class typically require:

- None.

### KNOWLEDGE REQUIREMENTS

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

### SKILL REQUIREMENTS

- Providing guidance to subordinates;
- Delegating and prioritizing work;
- Remaining calm in stressful situations;
- Establishing work procedures;
- Providing customer service;
- Using computers and related software applications;
- Training subordinates on work methods;
- Operating applicable tools and equipment;
- Oral and written communication sufficient to exchange or convey information and to provide and receive work direction.



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**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.

**CLASSIFICATION HISTORY**

| <b>DATE</b> | <b>COMMENT</b>             |
|-------------|----------------------------|
| April, 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.