

JOB VACANCY ANNOUNCEMENT

Date of Posting: 8-17-2017

The following full time position is available. Interested parties may obtain an application from the Marion County Sheriff's Office, on the bulletin board outside the Marion County Human Resources Office, or Marion County website:

<http://co.marion.ia.us/offices/hr>. Please submit your completed application form to Marion County Sheriff's Office, ATTN: Martha Dykstra, 211 N Godfrey Lane, Knoxville, IA 50138 by 4:30 pm on September 1, 2017.

Job Title: Full-time Dispatcher
Department: Marion County Sheriff's Office, 211 N Godfrey Lane, Knoxville
Hours: Day, afternoon and night shifts as needed/scheduled
Pay: \$16.34 per hour

Essential Functions and other Details of the Job:

- Answers emergency and non-emergency calls
- Dispatches Law Enforcement, Fire and EMS
- Successful applicant must obtain IOWA/NCIC System certification
- Successful applicant will attend the Iowa Law Enforcement Academy's 40 hour BASIC course and the Iowa Department of Public Safety 24 hour BIST course

Knowledge, Skills, and Abilities Required:

- High School Diploma or GED
- Ability to use computer, copier, printer, telephone, radio and fax
- Good driving record and must be able to pass an extensive background check, including a criminal history check

Interested parties are encouraged to read the full job description available at the Marion County Sheriff's Office or Marion County's website. This job vacancy notice will be posted for a minimum of 10 days.

The County shall have sole discretion to fill any vacancy.

MARION COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

MARION COUNTY
Job Description
Department: Sheriff's Office

Job Title: Communications Officer FLSA Designation: Non-Exempt

Effective Date: July 2006 Reports To: Communications Supervisor
Modified January 2008

PURPOSE

To serve as the communications link between the citizens of and visitors to Marion County and the Public Safety Agencies which we serve answering emergency and non-emergency calls, dispatching Law Enforcement, Fire and EMS as the need arises via a multi channel radio, entering calls for service, conducting IOWA/NCIC checks, making necessary entries into the IOWA/NCIC system and assisting the Jail as needed.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The following duties are typical for this position but are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

EMERGENCY CALL TAKER: Answers 911 calls and obtain appropriate information for entry into the CAD system while at the same time interpreting ALI/ANI information and dispatching appropriate Law Enforcement, Fire and EMS agencies once jurisdiction is determined. Calm the caller and maintain contact with the caller until such a time the call can safely be terminated. Continuously assess the situation while discreetly handling sensitive information and providing responding units with all relevant information in an accurate, brief and clear manner. Respond to radio traffic from responding personnel.

CALL TAKER: Responsible for answering incoming calls on a 12 line phone system. Obtaining from the caller the appropriate details (name, address, call back number, reason for call / nature of complaint etc.) in order to determine the type of assistance or help they are wanting / needing and entering the information into the CAD system. Determine which agency or department needs to respond and directing the caller to the appropriate agency if other than the Sheriff's Office. Transfer calls to other departments within the Sheriff's Office. Transferring calls to voicemail or taking messages for deputies, officers, jail staff and other employees when they are unavailable to answer the phone. Respond to and answer questions caller may have or refer them to someone who can assist them.

DISPATCHING CALLS: Obtain as much information as possible from the caller. Page / notify (via phone or radio) the appropriate responder(s) (Law Enforcement, Fire, EMS) providing them the location and nature of call using appropriate radio codes, terminology and procedures. Listen and respond to paged personnel and continue to relay

information as it becomes available. Page / notify additional support units (responders) when requested to do so. Accurately log and maintain incoming / outgoing radio traffic to and from responding personnel.

RADIO COMMUNICATIONS: The Communication Center is equipped with two Zetron base radios and one CPI Remote radio. The base radios are programmed with channels that allow the Dispatcher to communicate with Deputies, Officers, State Patrol, DNR, Conservation Officers, US Corp of Engineer Officers, Fire, EMS, other Communication Centers and the National Weather Service. The radio is used to relay information from the Communication Center (Dispatch) to Deputies, Officers, emergency services and other responding personnel. Dispatch also relays communication between responding units when requested to do so. The radio is used as a means of communication between the Dispatcher and Deputies / Officers on traffic stops. The radio is also used to monitor the safety of Deputies and Officers by means of status checks. Dispatch is also able to monitor other agencies radio traffic to determine if a response from one of the agencies we server is needed. Dispatch maintains computer logs of incoming and outgoing radio traffic.

OPERATION OF THE IOWA/NCIC SYSTEM: Entry of data into the IOWA/NCIC System in a specified format to obtain information requested via the “switch” which routes data to the appropriate database (IDOT, ICIS, GSIS, IOWA, NCIC and NLETS) or agency. Communicate with other agencies to relay or obtain information. Analyze information received and relay to appropriate personnel in an accurate, brief and clear manner. (This information includes but is not limited to the following: vehicle information driver’s license information, wanted person information, missing person information, criminal history information and stolen vehicles, boats, guns, articles or securities information.) Obtain information necessary to enter into the system, in the correct format, wanted and missing persons, stolen vehicles, boats, guns, articles and securities as requested by deputies and officers. Monitor all information received and if relevant relay to appropriate personnel.

OPERATION OF THE CAD SYSTEM: The CAD (Computer Aided Dispatch) system contains various applications used by the Communications Center. The Call Taker screen is where the process begins. Entries are made into this log of all calls received that require a response from Law Enforcement, Fire or EMS. Also entered are calls of an informative nature which may be useful for later shifts. After obtaining and entering necessary information the appropriate personnel are dispatched. Within the Call Taker screen is the Call List, which is a list of all calls entered, the CAD Log is a log of all dispatching transactions entered into the system, the Vehicle Entry is information on vehicles, towed vehicles, impounds or wanted vehicles, the Vehicle List is a list of vehicles records that have been entered into CAD. The Status Monitor displays the status of the on-duty units and pending calls. Additional programs used by Communication Officers and accessed though the same computer are TRACS, the accident program where Communication Officers enter information from Deputies accident reports and transmit the information to the Department of Transportation; the No Contact List which is used to track both in and out of County valid No Contact (Protective) Orders; the Press

Release file used daily to notify the media; the internet which enables Communication Officer to do their job more effectively by allowing them to monitor weather radar in times of severe or threatening weather, reverse look-up of phone numbers and addresses for subjects officers / deputies need to contact, DOT driver's license picture file, Iowa Courts on Line, Iowa road conditions, paging service, and training and recertification for Communication Officers; RMS a comprehensive Records Management System that provides for the data collection, reporting and administrative needs of the office.

FEMALE TRANSPORT / MATRON: When necessary ride along with law enforcement personnel when transporting females on committals or female inmates between facilities. Remain aware of subject movements and actions and act as a witness to all interactions during transport. Pat down all female inmates entering the jail to ensure they are not hiding contraband. Monitor females while they are changing clothes to ensure they are not hiding contraband in or on their person.

VOICE DATE RECORDER: Used to retrieve information previously recorded including incoming and outgoing telephone calls, 911 calls and all radio traffic. Obtain the date and approximate time then enter this information in the format specified. Select the channel or channels needed, listening until the desired traffic is located. Record traffic needing using a micro cassette recorder.

COURTHOUSE PANIC ALARMS: There are currently 16 panic alarms in various locations at the Courthouse. When activated the alarm goes out simultaneously over both County Repeater and KPD Repeater giving the location of the alarm. It is the responsibility of the Communication Officer to make sure that Deputies and Officers on-duty are aware of the alarm and the location of activation.

CIVIL DEPARTMENT PANIC ALARM: The Civil Department of the Sheriff's Office is equipped with a panic alarm. When activated a series of beeps sound in Dispatch alerting the Communication Officer that assistance is needed.

BACK-UP FOR MASTER CONTROL: The Communication Center is equipped and training provided so that in a time of need Communications may assume control of the secure area of the LEC. Jail staff will inform the Communication Officer(s) that control is being switched to Communications and Dispatcher(s) will take control assisting the Jail until such time that it is appropriate to return control to Master Control Center.

ADMINISTRATIVE SECURITY: The Communication Center is equipped with security monitors so that Dispatchers may monitor the activities of persons entering, leaving and within the public areas of the LEC.

TRAINING: Communication Officers having demonstrated a high knowledge of the position and an ability to perform the job in an exemplifying manner shall be used to train new employees. Training shall include both verbal and written instructions to aid the new employees in learning all office procedures properly.

MINIMUM EDUCATION AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

- High school diploma or General Education Degree (GED).
- General knowledge of commonly used rules, procedures, operations, practices or routines such as could be acquired in one year of prior experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Telecommunicator Certification from Iowa Department of Public Safety Technology Service Division within first six months of employment.
- BIST – Basic Iowa System Training – within first six months of employment.
- BASIC – Beginning Telecommunicator Training within first year of employment.
- Continuation Education – 8 hours annually
- Notary Public

MENTAL AND PHYSICAL COMPETENCIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

LANGUAGE ABILITY

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively.

MATHEMATICAL SKILLS

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of United States money and weight measurements, volume and distance.

COGNITIVE DEMANDS

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

EQUIPMENT USED

Various Computers Systems including CAD and 911
Multi-Channel Radio
12-line Telephone System
Multi-Functional Copier, Printer, Scanner, Fax
Voice Data Recorder
Jail and Administrative Security Monitors

PHYSICAL DEMANDS

Office environment involving sitting, walking, occasional bending, lifting and carrying paper and related light objects generally weighing 10 pounds or less. Horizontal and vertical reaching motion is required. Aptitudes required are those typically associated with clerical operations including clerical, numerical and forms perception, clarity of vision 20" or less to view computer screens, legal documents and property description cards; eye/hand/foot coordination, hand and finger dexterity, motor coordination, hearing and conversation skills

ENVIRONMENTAL ADAPTABILITY

Work is performed in a typical office environment and has no unusual exposure to environmental issues.

Marion County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will consider reasonable accommodations for qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.

Marion County Sheriff's Office

APPLICATION FOR EMPLOYMENT

If you need help to fill out this application form or for any phase of the employment process, please notify the person who gave you this form and every effort will be made to accommodate your needs in a reasonable amount of time. Please complete all sides of the form. If more space is needed to complete any questions, use an extra sheet of paper. Print clearly; illegible applications will not be processed.

All qualified applications will receive consideration without unlawful discrimination because of race, creed, religion, color, sex, sexual orientation, gender identity, age, national origin or disability.

Last Name		First		Middle	
Street Address			Are you at least 18 years of age?		Do you have a legal right to work in the United State full-time?
			Yes _____ No _____		Yes _____ No _____
City/Town		State	Zip Code:		Telephone Number(s) () ()
Position you are applying for: (Maximum of 2) 1. 2.					Date Available:
					Email
Have you ever been employed by Marion County? Yes _____ No _____ If yes, give dates you were employed:			Position		Reason for Leaving

List all of the formal education that you have completed. Use a separate sheet of paper if you need additional space.

Name/Location	Did You Graduate?	Major Subject
High School(s)	YES _____ NO _____ If no, list the highest level completed:	
College(s)	YES _____ NO _____ If no, list the highest level completed:	
Trade School(s)	YES _____ NO _____ If no, list the highest level completed:	

Marion County

List employment starting with your most recent job during the past 10 years. Account for any time period that you were unemployed by stating the nature of your activities. Use back or separate sheet of paper if necessary.

Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
May we contact your current employer? Yes _____ No _____			

List any professional, trade groups, organizations, machinery/tools operated in past, or special skills that you consider relevant to your ability to perform

this job: _____

Were you in the Military? Yes _____ No _____ Branch: _____

Do you have any experience from your military service that would be relevant to the job(s) for which you are applying?

If yes, please explain: _____

VETERAN'S PREFERENCE: Pursuant to Iowa Code Sections 35C.1 and 35.1, Marion County recognizes preference for certain veterans. If you are eligible for veteran's preference consideration in employment, please list your dates of service: _____

A copy of your DD214 and proof of disability (if applicable) must be included with this application in order to receive veteran's preference in employment with Marion County.

Have you ever been convicted of a felony? (For purposes of this questions, convicted includes plead guilty, plead no contest or been given a deferred sentence of judgment.) Yes _____ No _____

If yes, please explain: _____

Note: A conviction will not automatically disqualify an applicant for a particular job and that the type and seriousness of the crime, the frequency of violations, the date of conviction, and the applicant's entire work and educational history will be considered.

Have you been given a job description or had the requirement of the job explained to you? Yes _____ No _____

Answer the questions in this box only if you have received a copy of the job description or had the requirements of the job thoroughly explained to you.

Do you understand the requirements? Yes _____ No _____

Can you perform the requirement of this job with or without reasonable accommodations? Yes _____ No _____

If the job requires, do you have the appropriate valid driver's license? Yes _____ No _____

DL#: _____ Type: _____ State of License _____

Have you had any moving violations? Please describe:

Signature: (if signed at different time than below) _____ Date: (if different than below) _____

I understand:

That in connection with the application process, Marion County may request information from my past employers, education institutions, personal references, and any public or private agencies that have issued me either a professional or vocational certification or license. I also understand that such investigation may include a review of my credit history and any criminal records. Prior to signing this form, I have read Marion County's Applicant Background and Employee Investigation Policy, which I fully understand. I have provided complete and truthful information to Marion County regarding all sources of information about my past employment, education, licensure, certification, criminal conviction record, as well as any other information requested in the employment application, and have been fully informed that any misrepresentations or material omissions concerning such information will be grounds for denying my application, withdrawing any offer of employment, or immediate discharge. In order to assist Marion County in obtaining documents and information to confirm my background, if necessary, I hereby consent to the release of information more specifically described below.

That completing this application does not constitute an offer of employment.

That I may be required to complete a medical history form and may be required to be examined by a medical professional designated by Marion County at the post-offer stage. I agree that Marion County shall be entitled to receive full and complete reports and records governing any medical or related examinations, and I authorize any and all such doctors, medical examiners, and clinics/hospitals to give to Marion County full and complete reports and records covering such examinations.

That use of illegal drugs is prohibited during employment and that I may be required to undergo and successfully pass a screening for alcohol and/or drugs that is included in a post-offer pre-employment physical examination. I also understand that, if employed, I may be required to submit to an alcohol or drug screening according to state law. I agree that Marion County shall be entitled to receive full and complete reports and records governing any alcohol or drug screening, and I authorize any and all such doctors, medical examiners, and clinics/hospitals to give to this organization full and complete reports and records covering such examinations.

That if I sustain any injury or illness while in the employment of this organization, I agree that Marion County shall be entitled to receive full and complete reports and records governing any medical or related examinations, and I authorize any and all such doctors, medical examiners, and clinics/hospitals to give to Marion County full and complete reports and records covering such examinations, condition, care and treatment related to or resulting from the alleged illness or injury.

That if employment is obtained under this application, I will comply with all rules and policies of the organization. I agree to be responsible for the organization's property and equipment issued to me by the organization until returned by me. I agree to pay for property and equipment not returned, and authorize the organization to withhold an amount equal to the value of the property not returned by me from my final pay.

That this employment application and any other employee related documents are not contracts of employment and that Marion County follows an "employment at-will" policy that an individual who is hired may voluntarily leave employment or may be terminated by the employer at any time for any or no reason. I understand that any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.

That this application will be active for a period of 12 months; after that time, if I wish to be considered for employment, I must submit a new application.

Smoking Ban Notice:

Applicants for employment with Marion County are advised that smoking is banned by state law (Iowa Code Chapter 142D) on all County grounds and in all County facilities which includes motor vehicles and equipment. Applicants are further advised that their job duties may include entering into areas where smoking is not regulated and where smoking is occurring. (Iowa Code Section 142d.6(2))

Authorization to Release Information

If I am given a conditional offer, I authorize Marion County to make a complete investigation of me, including but not limited to my past employment history, scholastic record, personal references, licensing or certification information, criminal activity, motor vehicle driving records, workers' compensation history and to receive the results of any physical examination, including the results of alcohol or drug screening, I may be required to undergo and to rely on such information sources.

I understand that Marion County may request background checks from a consumer-reporting agency, according to the Federal Fair Credit Reporting Act (FCRA). FCRA distinguishes between two forms of reports. A **consumer report**, such as a credit check, provides general financial and personal data about my payment history, overall indebtedness, and addresses of records. An **investigative consumer report** includes in-depth information as to my character, general reputation, personal characteristics, and mode of living. I understand that the investigative consumer report may involve personal interviews with my neighbors, friends, relatives, former employers, schools, and others. I also understand that under the Federal Fair Credit Reporting Act, I have the right to make a written request to Marion County within a reasonable time, for the disclosure of the name and address of the consumer-reporting agency so that I may obtain a complete disclosure of the nature and scope of the investigation.

I authorize all persons and organizations to release any information concerning my background and hereby release all persons and organizations from liability for any damage whatsoever for this information. I acknowledge that a telephone facsimile (fax) or photographic copy shall be as valid as the original.

I have carefully read all the statements regarding requests, authorizations, consents and releases and have voluntarily agreed to the terms to assist Marion County in evaluating my qualifications for employment and in meeting the business necessity of hiring honest, trustworthy, reliable and non-violent employees who do not pose a risk of serious harm in the workplace.

I additionally agree to fully cooperate with Marion County in permitting the release of the above information and reports. I additionally understand that with the exception of any credit or investigative reports under FCRA all information and documents generated, received or maintained by Marion County during, or as a result of, its investigation, will be maintained as confidential information in Human Resources and Marion County will not release such information or documents to me.

Signature of Applicant:

Date:

NOTICE OF APPLICANT BACKGROUND CHECKS AND EMPLOYEE INVESTIGATIVE POLICY

Marion County recognizes the importance of maintaining a safe workplace with employees who are honest, trustworthy, qualified, reliable and non-violent, and do not present a risk of serious harm to their co-employees or others. For purposes of furthering these concerns and interests, before hiring an individual, Marion County reserves the right to investigate the individual's prior employment history, personal references and educational background, as well as other relevant information that is reasonably available to Marion County. In hiring for certain positions, Marion County may review an applicant's credit report and criminal background, if any. Consistent with these practices, all job applicants will be asked to sign a provision form, request, authorization, consent and release of information to Marion County and release form liability for disclosure of information included in Marion County's application form. Consistent with legal requirements, Marion County reserves the right to exclude any applicant from consideration for employment, where the applicant refuses to sign the application form as requested.

In addition, Marion County may occasionally find it necessary to investigate current employees, where behavior or other relevant circumstances raise legitimate questions concerning work performance, reliability, honesty, trustworthiness, or potential threat to the safety of co-employees or others. Employee investigations may, where appropriate, include credit reports and investigation of criminal records, including appropriate inquiries about any arrest for which the employee is out on bail. Employees subject to such investigations are required to reasonably cooperate with Marion County's lawful efforts to obtain relevant information, and may be disciplined up to and including discharge for failure to do so.

All employees are strongly encouraged to immediately report any incidents of potentially threatening, harmful or criminal behavior of co-employees, supervisors, customers, clients or visitors that may negatively affect the safety, security, productivity or financial interests of Marion County or its workplace to Human Resources.

Marion County's separate policies regarding Company Property, Security, Privacy and Searches, and its Drug-Free Workplace Policy, provide further information about Marion County's discretion to investigate employees and mandatory employee reporting obligations. After receiving an offer of employment, any job applicant who wishes to review these policies before deciding whether to accept employment may do so by contacting Human Resources.