

Ringgold County, Iowa
Job Description
Ringgold County Sheriff Dispatch/Jailer



Job Title:	Dispatcher/Jailer	Supervises:	N/A
Department:	Sheriff	FLSA Status:	Non-Exempt
Reports to:	Dispatcher/Jailer Supervisor	Hours:	Varies

Summary:

Responsible for responding to emergency and non-emergency calls for law enforcement, fire and emergency medical services as well as city/county animal control, utilities and county/state road department service; identifies and dispatches appropriate public safety units; complies with County policies and procedures to ensure the safety of all public safety responders and the public, ensure the protection, welfare, safety, custody, and control of inmates in the Ringgold County Jail.

Essential Functions:

Dispatch

- Receive information requiring law enforcement, fire, and/or medical responses and transmit information via radio and/or phone to proper emergency or non-emergency services.
- Receive, evaluate and prioritize telephone (911 and non-emergency) and radio requests for service.
- Transmits the information into proper message format, determining jurisdiction and dispatching proper emergency service agencies.
- Refer other requests to appropriate city, county, or private agencies.
- Record and monitor status of personnel and equipment and coordinate operations through effective radio and telephone communications.

Jailer

- Under general supervision ensure the protection, welfare, safety, custody, and control of inmates in the Ringgold County Jail.
- Maintain control and internal security of the Ringgold County Jail through active and continuous interaction with the inmates in the housing units, and through visual monitoring from the restricted access control room.
- Provide for the inmate's basic needs, physical safety, well-being, sanitary conditions, and ensures that pre-trial rights are adhered to.
- Effectively apply positive or negative reinforcement for inmates who violate the Ringgold County Jail inmate rules and regulations.
- Respond in a calm, confident and organized manner to emergency situations arising from fire, egress alarms, duress alarms, altercations, or medical emergencies.

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- Identify serious or life-threatening medical conditions, make the appropriate notifications, and administers basic first aid and/or lifesaving aid.
- Select, complete, internally disseminate, and maintain records for variety of Ringgold County Jail manual and computer-generated reports.
- Perform a variety of duties such as housing unit officer, control room, exercise, visitation, intake and discharge, classification, jail review, disciplinary hearing officer, fingerprinting, or any other related duties as may be required.
- Perform research of inmates and inmate areas on a regular basis and on unannounced irregular intervals.
- Process gun permits as they come in by running them by name and date of birth (520 form)

Required knowledge and skills:

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Ability and willingness to work flexible hours including weekends, nights, and holidays.

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Timely, reliable and consistent physical attendance is an essential requirement of this position.

- Knowledge and ability to use proper grammar, punctuation, and sentence structure in handwritten and computer-generated Ringgold Jail reports.
- Ability to communicate effectively, both verbally and in writing.
- Ability to accurately document incidents containing clear, concise and complete information.
- Ability to remain calm, contain and control inmates during stressful situations.
- Quickly recognize behavior problems or security issues and take immediate action to intervene.
- Firmly and fairly enforce rules and regulations.
- Follow standard operating procedures.
- Analyze data and reach logical conclusions.
- Utilize the Jail computer system to enter data and procedure reports.
- Participate in physical restraint of hostile, aggressive, combative prisoners.
- Operate telephone console to receive incoming calls for assistance with police, fire, medical services.
- Operate radio broadcast system
- Test communications and alarm equipment and backup systems to ensure serviceability.
- Knowledge and/or the ability to learn street locations and common places in Ringgold County, and surrounding communities and to read maps to determine exact locations for dispatching.
- Ability to learn the operation of the Communication Center equipment, including, but not limited to, input and retrieval procedures for the computer Aided Dispatch System, the IOWA/NCIC computer system, the enhanced 911 system, and the geographical mapping system. Radio and paging equipment.

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- Learn policies, operating procedures and methods utilized in the operations of the Communications Center.
- Communicate clearly and effectively, both orally and in writing.
- Deal tactfully and efficiently with the general public, governmental officials, law enforcement, fire and EMS agencies, supervisors and co-workers.
- Receive and broadcast emergency weather information.
- Required to maintain confidentiality with any information (written, verbal or other form), which is not public record.

Minimum qualifications and experience:

- Graduate from High School or equivalent.
- Must be a citizen of the United States.
- Be 18 years of age
- Must have a valid Iowa driver's license
- Successful completion of the Iowa Enforcement Telecommunicator Academy during the probationary period (40Hrs)
- Successful completion of jail school
- Attend BIST and complete during probationary period.
- CPR certification and recertification every 2 years.
- IOWA/NCIC certification within the first six months of employment and recertification every 2 years.
- Successful completion of background check and pre-employment physical

Work environment:

- Primarily perform duties in an indoor office
- Work within highly stressful situations
- Ability to work steadily on a computer, phone, and in bright and dim lighting conditions.
- Work with the general public and inmates that may have verbal outbursts deemed inappropriate or offensive.

Physical demands:

- Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time.
- Strength to lift and carry up to 20 pounds
- Vision to read printed materials and a computer screen, and hearing and speech to communicate in person, over the telephone and over the radio.
- Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time

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- May be subject to extended work periods without relief, periods of high call volume, and stressful situations.

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Flexibility for management: Supervisors have discretion to adjust schedules based on ongoing performance assessments.

Potential impact on existing employees: Employees might experience unpredictable schedules and the need for consistent high performance to maintain desirable hours.

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This job description is not intended to be all inclusive. Employees may perform other related duties as directed to meet the ongoing needs of the organization.

Employee Name (Please Print)

Employee Signature

Sheriff Signature

Date

Date