

## **Job Description**

**Job Title:** Civilian Dispatcher / Jail Control Room Operator

**Department:** Hamilton County Sheriff's Department

**Instructions:** All qualified applicants must complete an application located at the Hamilton County Sheriff's Department offices located on the 2<sup>nd</sup> floor of the Hamilton County Courthouse. The completed application for this application will be for consideration only.

### **Summary Description:**

This is highly responsible and technical work. This work is performed under the general supervision of the Dispatch Supervisor and Jail Administrator. This job receives calls that frequently include emergency situations affecting human welfare and personal safety. This job dispatches calls for the following entities: County Sheriff's Department, Fire Department, EMS, and E911 throughout the service area of Hamilton County. This position must maintain and coordinate communication between the service agencies and the public. This job interacts with the jail staff and inmates, controls (opens/closes) all security doors as requested, and coordinates inmate requests with the jail staff.

### **Full-Time Job Responsibilities:**

- Answers routine, 911, radio calls, and direct phone lines. Takes a message, transfers call, or dispatches the appropriate service agency as required.
- Communicates with all field personnel by Radio Console.
- Validates warrants, missing persons, criminal histories, and licenses through the Iowa/NCIC system.
- Researches information for responding agencies as requested.
- Provides pre-arrival emergency medical instructions via telephone.
- Enter information pertaining to each telephone and radio call received, transmitted, and actions taken.
- Maintains and updates call-out procedures.
- Backs up the computer files and videotapes every 24 hours (per the provided backup schedule).
- Assigns case numbers to each case as requested by the responding service agency.
- Monitors exterior/interior security cameras, jail personnel, and inmates in the jail facility.
- Open/Closes doors as requested by jail officers.
- Interacts with inmates via intercom, takes information requests and coordinates with the jail staff for implementation.
- Maintains inmate information within the jail computer system.
- Coordinates and facilitates inmate request forms (meals, medical needs, etc).
- Provide inmate information to jail officers as requested.

### **Periodic Job Responsibilities:**

- Tests civil defense sirens.

- Attend training sessions as needed or directed.
- Perform field service validations.
- Reboot computer systems.

**Job Qualifications:**

To perform this job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required.

**Education/Experience:**

- High School Diploma.
- Minimum 1 year experience working on a multi-phone line system.
- Minimum 1 year experience working with the public and/or extensive customer service contact.

**Skills:**

- Ability to handle confidential information in a sensitive manner.
- Ability to take initiative.
- Excellent oral and written communication skills.
- Excellent interpersonal communication skills.
- Ability to work efficiently with little direct supervision.
- Ability to solve problems quickly.
- Basic mathematical skills.
- Ability to concentrate in a diverse work setting.
- Ability to make good and sound judgement.
- Good time management skills.
- Ability to speak, read and interpret operational procedures and operating and maintenance manuals.

**Knowledge:**

- Proficiency with PC's and computer software and applications.
- Knowledge of Hamilton County geography.
- General knowledge of office equipment, including telephone, facsimile, photocopier, calculator, and shredder.

**Licenses:**

To be completed within 6 months of employment:

- CPR Certification.
- NCIC/Iowa (Iowa On-line warrants and articles) system.
- EMD

To be completed within 1 year of employment:

- Telecommunicator Basic 40-hour course with the Iowa Law Enforcement Academy.

- Jailer Basic 40-hour course with the Iowa Sheriffs and Deputies Association.

**Working Conditions:**

- Extensive periods of sitting and/or walking.
- Moderate exposure to noise intensity levels
- Ability to lift up to 25 pounds.
- Constant reaching, dexterity, talking, hearing, near and far sight acuity, depth perception, concentration, judgement, and writing ability.
- Intermittent handling, feeling, depth perception, and field of vision.
- Ability to stand, walk, and climb stairs.

**Safety Hazards:**

- Exposure to violent behavior when communicating with inmates.

# Hamilton County Sheriffs Office

An Equal Opportunity Employer

Qualified applicants are eligible to compete for all positions without regard to race, color, national origin, sex, creed, religion, race or marital status.

## Application for Employment

**NOTICE:** Application must be typewritten or clearly printed in ink. All questions must be answered and accompanying documents received *prior* to processing. If not applicable, indicate NA. If space provided is not sufficient for complete answers, or you wish to furnish additional information, attach sheets of the same size as this application and number the answers to correspond with the questions.

Check position(s) applied for: \_\_\_\_\_

Jailer, full-time

Date of application: \_\_\_\_\_

Jailer, part-time

Other Dispatcher

### 1. Personal History

a. Name in full (last, first, middle) \_\_\_\_\_

b. Social Security Number \_\_\_\_\_

c. List any other names used including nicknames, maiden name, previous married surname(s). If you have ever used any names other than your true name, during what period and under what circumstances were these names used? If you have ever legally changed your name, give date, place, and court.  
\_\_\_\_\_

d. Birth date (optional) \_\_\_\_\_

e. Are you a US citizen?

Yes

No

f. Place of birth (city, county, state, country) \_\_\_\_\_

g. Present mailing address \_\_\_\_\_

h. Present home phone number \_\_\_\_\_

### 2. Applicant Availability

a. Earliest date available for interview: \_\_\_\_\_

b. Earliest date available for employment: \_\_\_\_\_

c. Have you previously applied for employment with Hamilton County? - Yes No

### 3. Residential History

a. Complete address to location you want mail or e-mail sent:  
(include PO Box, apartment number, zip code, and e-mail address)  
\_\_\_\_\_

b. Complete current residence address: include street, apartment number, city, state, zip  
\_\_\_\_\_

c. Telephone numbers: (include area code)

Residence: \_\_\_\_\_ Cell: \_\_\_\_\_



## 5. Organization Membership

Are you now, or have you ever been, a member of any club, society, or organization? If yes, list below. Do not abbreviate.                      No                      Yes

Name of organization	City and State	Former organization	Active organization: list position held/activities

## 6. References

Give three references (not relatives, former or present employers, or co-workers) who are responsible adults of reputable standing in their communities and who have known you well during the past five years. If retired, give former occupation.

Complete Name/Title:	Number of Years Acquainted:
Occupation:	Business Address:
Telephone:	Residence Address:

Complete Name/Title:	Number of Years Acquainted:
Occupation:	Business Address:
Telephone:	Residence Address:

Complete Name/Title:	Number of Years Acquainted:
Occupation:	Business Address:
Telephone:	Residence Address:



i. Was any type of disciplinary action taken against you while in the service?  
No Yes If yes, explain

---

---

### 9. Operator's License

a. Are you a licensed motor vehicle operator? No Yes  
State(s) \_\_\_\_\_ Expiration Date(s) \_\_\_\_\_

b. Driver's license number \_\_\_\_\_

c. Has your license ever been suspended or revoked? No Yes  
If yes, explain \_\_\_\_\_

### 10. Court Record

a. Have you ever been arrested or cited for a crime, including traffic violations?  
No Yes List details of each:

Date	Place	Charge	Disposition	Details

### 11. Summary of Skills

Explain why you seek this position and any skills, trade, training, ability, or experience not already mentioned that may better clarify your fitness for the position.

---

---

---

---

---

---

---

---

---

---



## 12. Authorization for Release of Personal Information

I, \_\_\_\_\_, do hereby authorize a review and full disclosure of all records concerning me to any duly authorized agent of the Hamilton County Sheriff's Office, whether the said records are of a public, private, or confidential nature.

The intent of this authorization is to give my consent for full and complete disclosure of records of educational institutions; financial or credit institutions, including records of commercial or retail credit agencies (including credit reports and/or ratings); and other financial statements of records whenever filed; medical and psychiatric treatment and/or consultation, including hospitals, clinics, private practitioners, and US Veterans' Administration; employment and pre-employment records, including background reports, efficiency ratings, complaints or grievances filed by or against me; and the recollections of attorneys at law or of other counsel, whether representing me or another person in any case, either criminal or civil, in which I presently have or have had an interest.

I understand that any information obtained by a personal history background investigation that is developed directly or indirectly, in whole or in part, upon this release authorization will be considered in determining my eligibility for appointment to or continued employment with the Hamilton County Sheriff's Office. I also certify that any person(s) who may furnish such information concerning me shall not be held accountable for giving this information. I further release the Hamilton County Sheriff's Office and its employees from any and all liability that may be incurred as a result of collecting such information.

I HEREBY SWEAR AND AFFIRM THAT EACH STATEMENT AND ALL INFORMATION IN OR SUPPLEMENTING THIS APPLICATION IS COMPLETE, TRUE, AND ACCURATELY RECORDED TO THE BEST OF MY KNOWLEDGE. I UNDERSTAND THAT PROVIDING FALSE, MISLEADING, AND/OR INCOMPLETE INFORMATION ON THIS APPLICATION IS GROUNDS FOR DISQUALIFYING ME FROM ELIGIBILITY FOR APPOINTMENT TO THE HAMILTON COUNTY SHERIFF'S OFFICE, OR FOR MY DISMISSAL IF DISCOVERED SUBSEQUENT TO MY APPOINTMENT.

A photocopy of this release form will be valid as an original thereof, even though the said photocopy does not contain an original writing of my signature.

I have read and fully understand the contents of this "Authorization for Release of Personal Information."

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

## BACKGROUND RESEARCH RELEASE

Please read this section carefully and acknowledge your understanding by signing your name in the space below.

I certify that all of the statements made by me on this application for employment are true, correct, and complete to the best of my knowledge.

### **1. Consent to Conduct Background Investigation**

As a condition of and in consideration for Hamilton County's consideration of this application, I give permission to Hamilton County to investigate my personal and employment history. I understand that this background investigation will include, but not be limited to, verification of all information on this application, as well as interviews with past employers. I further give permission to Hamilton County to conduct this investigation and to discuss the results of this investigation in connection with my application for employment.

### **2. Consent to Contact Past Employers**

I give permission to Hamilton County to contact all employers listed in this application (except those specifically excluded) for references. I further give permission to all current or previous employers and/or managers or supervisors to discuss my relevant personal and employment history with Hamilton County, consent to the release of such information orally or in writing, and hereby release them from all liability and agree not to sue them for defamation or other claims based upon any statements they make to any representative of Hamilton County. I further agree to indemnify all past employers for any liability they may incur because of their reliance upon this release.

### **3. Consent to Contact Government Agencies**

I give permission to any agent, attorney or representative of Hamilton County to receive a copy of any information obtained in the file of any federal, state or local court, governmental agency, law enforcement agency or investigator concerning or relating to me. I understand that the scope of this investigation will be limited to criminal and/or civil records that relate to my honesty, integrity and/or abilities.

### **4. Cooperation With Investigation**

I agree to fully cooperate in Hamilton County's background investigation, and to sign any waivers or releases that may be necessary to obtain access to relevant information. In the event that any former employer or federal, state or local government agency will not release reference information or criminal history information directly to the employer, I agree to personally request such information to the extent permitted by law.

### **5. Falsification Statement**

I understand that any falsification or willful omission of fact made in this application or in connection with any background investigation may result in rejection of this application, or, if discovered after an offer of employment, in immediate dismissal.

### **6. Employment "At Will"**

In consideration of my employment, I agree to conform to the rules and regulations of Hamilton County, and **MY EMPLOYMENT AND COMPENSATION IS "AT WILL " IN THAT THEY CAN BE TERMINATED WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME, AT THE OPTION OF EITHER HAMILTON COUNTY OR MYSELF.**

Applicant's Signature: \_\_\_\_\_

Applicant's Full Name (Printed): \_\_\_\_\_

Applicant's Date of Birth: \_\_\_\_\_

Company Representative/Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

HAMILTON COUNTY SHERIFF'S OFFICE

Pre -Employment PREA Questionnaire

As outlined by the Prison Rape Elimination Act (PREA), the Hamilton County Sheriff's Office shall ask all applicants and employees, who may have contact with inmates, about previous conduct described below in written applications or interviews for hiring or promotions and in any interviews or written self-evaluations conducted as part of reviews of current employees.

**115.17**

(a) The agency shall not hire or promote anyone who may have contact with inmates, and shall not enlist the services of any contractor who may have contact with inmates, who—

- (1) Has engaged in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution (as defined in 42 U.S.C. 1997);
- (2) Has been convicted of engaging or attempting to engage in sexual activity in the community facilitated by force, overt or implied threats of force, or coercion, or if the victim did not consent or was unable to consent or refuse; or
- (3) Has been civilly or administratively adjudicated to have engaged in the activity described in paragraph (a)(2) of this section.

Have you ever engaged in or been found responsible for engaging in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution? (If yes, explain.)

---

---

---

Have you ever been convicted of engaging or attempting to engage in sexual activity (in the community) facilitated by force, overt or implied threats of force, or coercion, or where the victim did not consent, was unable to consent or refused? (If yes, explain.)

---

---

---

Have you ever been civilly or administratively adjudicated for engaging or attempting to engage in sexual activity (in the community) facilitated by force, overt or implied threats of force, or coercion, or if the victim did not consent, was unable to consent or refused? (If yes, explain.)

---

---

---

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_