

BLUFFTON POLICE DEPARTMENT

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February 1, 2021

Important Dates for 911 Emergency Services Dispatcher

Applications must be turned in to the Clerk Treasurer, 128 East Market Street, Bluffton, IN 46714

Start Date for Accepting Applications: February 8, 2021

End Date for Accepting Applications: March 5, 2021 at 5:00 PM

Written Skill Test for Applicants: March 15, 2021 6:00 PM at the Bluffton Police Department, 204 East Market Street, Bluffton, IN 46714

City of Bluffton Job Description

Job Title: 911 Director
Department: Public Safety
Reports To: Chief of Police
FLSA Status: Nonexempt
Last HR Review: July 2016

Principal Function: The 911 Director is responsible for overseeing dispatch equipment, purchasing, and policies for the Communications Center while providing record keeping and assistance in dispatching services for the Police and Fire Departments and Emergency Medical Services (EMS).

Essential Duties and Responsibilities: Duties include, but are not limited to:

1. Helps administer the 911 records system and mapping equipment with aid of Computer Systems Administrator.
2. Screens incoming emergency and nonemergency calls and determines the proper action.
3. Dispatches emergency personnel based upon the needs of the situation with duties to include: assigning calls to EMS, all Wells County Fire Departments and the City of Bluffton and Wells County law enforcement agencies.
4. Records dates, times, and information on all calls utilizing the software system.
5. Enters stolen items and wanted person's information into the Indiana Data and Communications System (IDACS) computer software system.
6. Performs a variety of office support functions to include: printing reports and forms required and used by the departments, inventorying and ordering office supplies.
7. Provides reports, calls, and other data to served public safety agencies including prosecutors and public record requests.
8. Oversees purchasing for dispatch center as well as 911 Fund bill payments and budgets.

Supervisory Responsibilities: Supervises the 911 Dispatchers. Employee carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; scheduling and approving time worked; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Responsible for establishing yearly budget and paying required maintenance bills from that budget.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the organization. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

Competencies: To perform this job successfully, all employees working in the City should demonstrate the following competencies:

- **Customer Service** – Responds to requests for service and assistance; Manages difficult or emotional customer situations focusing on listening without interrupting and keeping one's emotions under control; Solicits customer feedback to improve service; Maintains confidentiality and meets commitments.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments.

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- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Job-related Competencies – To perform this job successfully, employees in this job should demonstrate the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Oral Communication** -Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

Education and/or Experience: Three years related experience and/or training; or equivalent combination of education and experience. Indiana Data and Communications System (IDACS) certification is required. Previous dispatch experience is required.

Other Skills and Abilities: The following skills and abilities are either required or desired.

- Computer software skills required include: Microsoft Outlook, Word, Excel, and PowerPoint.
- A working knowledge of computer and software systems used in the communications center is required.
- A working knowledge of record keeping is required.
- A working knowledge of policies and procedures related to dispatching assignments is required.
- A working knowledge of radio communication systems used for dispatching activities is required.
- A working knowledge of basic Police, Fire, and Emergency Medical Technician (EMT) terminology in order to communicate effectively with emergency personnel is required.
- A working knowledge of the City and County Street system in order to work with the 911 mapping system is required.
- The ability to operate and maintain a multi-line telephone system is required.
- The ability to operate a computer, printer, copy machine, scanner, fax machine,

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and other office equipment is desired.

- The ability to speak, read and write in English is required. Spanish is desired.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required sit; use hands to finger, handle or feel, and reach with hands or arms; and talk or hear. The employee is frequently required to stand; or walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl, and taste or smell. The employee must frequently lift and or move up to 25 pounds.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts and the risk of electrical shock when working with office equipment. The noise level in the work environment is usually moderate.

While the offices of the City are open from 8:00 a.m. to 5:00 p.m., Monday through Friday, this position may require work beyond these hours and on the weekends and on holidays. It may also require the ability to drive Communication Center vehicles. Thus, a valid driver's license may be required.

City of Bluffton

Application for Employment

Date of Application: _____

Full Name: _____

Full Address: _____

Home Phone: (_____) _____ Cell Phone: (_____) _____

Email Address: _____

Are you 18 years or older? Yes No Are you legally eligible to work in the United States? Yes No
Applicants for Patrol Officers or Full-time firefighters must be at least 21 and less than 36.

Have you previously been employed by the City? Yes No If Yes, give date(s) _____

Do you now or have you ever had a relative employed by the City? Yes No If yes, who and your relationship?

Have you been arrested or convicted of a crime that has not been expunged by a court? Yes No

If yes, please explain: _____

Candidates selected for probable employment who are age 18 or older may be required to consent to a background check as a condition of employment.

Position(s) Desired: _____
(Please list the title of the position as posted. Do not leave blank or list "any.")

On what date would you be available for work? _____

Status Desired: Full Time Part-Time Desired Hourly Rate/Base Salary: _____

Are you available to work: Weekday/Daytime Hours Weekday/Evening Hours Saturday Sunday

Are you currently employed? Yes No If so, may we contact your present employer? Yes No

Do you have any special skills, volunteer experience and/or training that would enhance your ability to perform the position applied for? Yes No If yes, please explain: _____

Do you hold a license or professional certification? Yes No If yes, please specify: _____

Do you participate in any professional associations that would enhance your ability to perform the position applied for?
 Yes No If yes, please explain: _____

Personal References

Please list three persons not related to you, and preferably who you have worked with/for and have known at least 3 years

| Name | Address/Phone/Email | Company Name | Years Known |
|------|---------------------|--------------|-------------|
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Employment History

Include your last seven (7) years of employment history, including periods of unemployment, starting with the most recent and working backwards in time. Attach additional sheets of paper if needed. Incomplete information could disqualify you from further consideration.

| | | |
|--------------------------------|--------------|-----|
| Employer's Name: | From: | To: |
| Full Address: | | |
| Position/Title: | Rate of Pay: | |
| Reason for Leaving: | | |
| Supervisor Name/Title: | Phone #: | |
| Briefly Describe Duties: _____ | | |
| Employer's Name: | From: | To: |
| Full Address: | | |
| Position/Title: | Rate of Pay: | |
| Reason for Leaving: | | |
| Supervisor Name/Title: | Phone #: | |
| Briefly Describe Duties: _____ | | |
| Employer's Name: | From: | To: |
| Full Address: | | |
| Position/Title: | Rate of Pay: | |
| Reason for Leaving: | | |
| Supervisor Name/Title: | Phone #: | |
| Briefly Describe Duties: _____ | | |

Education

| Type of School | Name and Location of School | # of Years Attended | Degree Received | Subjects Studied or Major |
|---|-----------------------------|---------------------|-----------------|---------------------------|
| High School | | | | |
| College or University | | | | |
| Other Technical/Trade School or Business School | | | | |

Please read carefully before signing.

The City of Bluffton is an equal opportunity employer. The City of Bluffton does not discriminate in employment on account of race, color, religion, sex (pregnancy, gender identity, and sexual orientation), national origin, age (40 and over), disability, genetic information as referenced in the Genetic Information Nondiscrimination Act (GINA), military service veteran status or any other protected class as defined by federal, state, and local laws. The City of Bluffton will comply with its obligation to provide reasonable accommodation to qualified individuals with disabilities.

I understand that neither the completion of this application nor any other part of my consideration for employment establishes an obligation for the City of Bluffton to hire me. If I am hired, I understand that either the City of Bluffton or I may terminate employment at any time for any reason, with or without cause and without prior notice. I understand that no representative of the City of Bluffton has the authority to make any assurance to the contrary. In addition, I understand that the City of Bluffton utilizes the national E-Verify system to confirm my employment eligibility.

I attest with my signature below that I have given to the City of Bluffton true and complete information on this application. No requested information has been concealed. I authorize the City of Bluffton to contact references provided for employment reference checks. If any information I have provided is untrue, or if I have concealed material information, I understand that this will constitute cause for denial of employment or immediate dismissal.

X _____ Date: _____
(Applicant Signature)