

***D. Max Dorsey, II***  
***Sheriff***



***J.W. Tate***  
***Chief Deputy***

2740 Dawson Drive, Chester, S.C. 29706  
Phone: (803) 581-5131 Fax: (803) 581-5552

## **Chester County Sheriff's Office Job Opening Announcement**

**POSITION:** Dispatcher E-911

**REPORTS TO:** 911 Director

### **JOB REQUIREMENTS**

All applicants must meet the following minimum requirements to be considered for employment. Additional requirements for the position of Dispatcher for E911 are outlined below:

#### **Minimum Requirements for all Positions**

- Must have a High School diploma or GED.
- Must have a clear criminal history.
- Must be a United States citizen.
- Driving record must not show a disregard for the law.
- Credit history must show sound financial management with the ability to keep accounts paid up-to-date.
- Results of all pre-employment tests and interviews must meet standards.
- Past employment record must be satisfactory.
- Must pass a drug test.

#### **Additional Requirements for Dispatcher**

- Must be at least 18 years-of-age, and,

#### **MEET AT LEAST ONE OF THE FOLLOWING CRITERIA:**

- **Prefer** already be certified as a Dispatcher in the state of South Carolina,
- Must have at least one year of experience if already **certified** as a Dispatcher,
- Must possess computer skills and must be able to type a minimum of 40 wpm accurately,
- Must have audible and verbal abilities sufficient to perform tasks on telecommunication equipment,

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- Must be able to work and perform tasks under stressful conditions and have the mental capacity to handle stress, noise, crowds, multiple tasks, and verbal/ physical altercations.

### **PRE-EMPLOYMENT SELECTION PROCESS**

The Sheriff's Office's pre-employment selection process consists of the following elements:

- Driving record review
- Criminal record review
- Credit history review
- Initial interview
- Background investigation
- Pre-employment drug test
- Any other requirement determined necessary by the Sheriff's Office.

\*This process generally takes four to six weeks or longer to complete.

Qualified applicants and employees are treated equally to ensure equal employment opportunity without discrimination or harassment based on race, color, religion, national origin, gender, sexual orientation, age, disability, or marital status. Discrimination or harassment on any of these bases in the workplace, including business trips and official functions, is unacceptable and will not be tolerated.

### **Job Purpose**

Performs specialized emergency radio and communications work, serving as a dispatcher on an assigned shift for the Chester County Sheriff's Office. Receives incoming calls on both non-emergency and emergency 911 lines; dispatches applicable personnel. Operates a computer terminal connected to the National Crime Information Center (NCIC), Southern Software, eAgent, Law Track, and South Carolina Department of Motor Vehicles Online (SCDMV). Dispatches units or representatives from public safety and other areas such as law enforcement, fire, life safety, animal control, public utilities, etc.

### **Essential Duties and Responsibilities**

- Receives, dispatch, and documents all 911 calls; ensuring prompt communications for public safety personnel and the general public; preparation for accurate records and reports.
- Requires strong attention to detail and the ability to speak clearly/concisely, and must be able to understand and follow directions.

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- Requires the ability to type a minimum of 40 wpm with a considerable degree of accuracy.
- Requires proficient knowledge of computers and telecommunication equipment.
- Some knowledge of related software is preferable but not required.
- Must be able to maintain logs and record all telecommunication transmissions and receptions in compliance with Federal Communications Commission rules and regulations.
- Must have the ability to answer receive telephone calls and determine the type of assistance needed by the caller and quickly take the appropriate action.
- Must be able to prepare and maintain any forms, sheets, records, and/or logs requested by Supervisor and/or designee.
- Must be able to record complaint numbers and supplemental records.
- Must be able to monitor activities of officers on patrol in order to provide backup assistance if needed.
- Must have the ability to read maps and direct representatives from public safety to needed locations using maps.
- Must be able to assist the public in locating streets and answering questions about the Chester County Sheriff's Office Departmental procedure(s) when appropriate and/or as approved by the Sheriff, Supervisors, and/or designee.
- Must be able and willing to perform other duties as assigned by Supervisor and/or designee.

### **APPLICATION GUIDELINES:**

Submit an application to the Chester County Sheriff's Office, Attention: Meghan Yates, 2470 Dawson Drive, Chester, S.C. 29706. Please visit the Chester County Sheriff's Office website at <https://www.chesterscsheriff.com/recruitment-1> and select "Employment Application" under the "Recruitment" tab to submit an application online. **DO NOT** complete an application from the Chester County Government website or Chester County Government building. The application is not the same as the Chester County Sheriff's Office and will **NOT BE ACCEPTED**. For questions, call the Sheriff's Office Recruiter, Meghan Yates, at 803-377-6188 or email her at [myates@chesterso.com](mailto:myates@chesterso.com).