

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: DISPATCHER – JDC19

Exempt: No	Skill Code: 4402
Skill Level: EII	Department: Office of the Sheriff
Reviewed By H/R:	Date:
Approved By: Sheriff David A. Weaver	Date: 03-01-06

General Duties:

Use of a Computer Aided Dispatch system (CAD), receive emergency calls from the public requesting law enforcement, fire, medical, or other emergency services. Determine the nature and location of the emergency; determine priorities and dispatch law, fire, rescue or other emergency units as necessary and in accordance with established procedures. Receive and process 911 emergency calls, maintain contact with all of the units on an assignment, maintain status and location of law and fire units. Answer non-emergency calls for assistance. Enter, update and retrieve information for a variety of different sources. Receive requests for information regarding vehicle registration, driving records, warrants, and relay pertinent data. Monitor several complex public safety radio frequencies. Operate a variety of communication equipment, including radio consoles, telephone and computer systems.

Examples of Duties:

- Receive, prioritize and evaluate emergent and non-emergent calls for service. Dispatch appropriate personnel and maintain the status and location of all law, fire and EMS units.
 - Accurately access state and national computer systems to query warrants, license plates, driving records, and criminal histories.
 - 100% accuracy in entering into the state and national computer systems persons, articles, vehicles etc.
 - Maintaining communication with emergency personnel via radio, mobile data terminal, phone, pager and in person.
 - Monitor and dispatch information using multiple emergency and non-emergency radio channels.
 - Monitoring worldwide events and notifying department personnel of potentially impacting events.
 - Timely notification of weather, road and significant county events to department personnel.
 - Utilization of specialized equipment such as TDD, Language Line, EPN, MapStar, RAWS.
 - Monitor, answer and act upon emergent and non-emergent calls for service originating from the Call Boxes throughout Douglas County.
 - Ability to recognize and act upon the Rebid feature of Phase I and Phase II wireless calls into 911.
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- Answer all of the 911 wireless calls for Douglas County and transfer the calls to other PSAPs as appropriate.
- a. Utilize CAD to enter responder's activities, requests for service or information.
- b. Research, locate and retrieve information and documents for a variety of computer systems and other sources.
- Answer, enter, and dispatch all calls for fire/EMS in less than 60 seconds.
- May be assigned to field operations on critical incidents.
- Utilize current Emergency Medical Dispatching (EMD) protocols to provide interim assistance to caller until EMS arrives.
- Provide callers interim assistance sometimes using life saving instructions or calming and information-gathering techniques until fire or law enforcement arrives.
- May be called upon in a Field Training Officer (FTO) capacity to train new dispatch staff, monitor performance, provide instruction, prepare training evaluations and prepare weekly goals.
- May be called upon to provide public education services and public speaking.
- Administer vouchers for food, gasoline and shelter from the Douglas County Task Force.
- Attend briefings and meetings to obtain information on daily activities and pertinent information. Responsible for notifying supervisor of any unusual situations.
- Work as part of a team to ensure public safety by handling the work of the Communication Divisions timely and accurately.
- Exemplify the values of the Douglas County Sheriff's Office both on and off duty.
- Contact the appropriate support services via radio and phone including but not limited to surrounding agencies, Emergency Management, Public Works, Health Department, Red Cross and Salvation Army.
- Deliver work product and services with responsiveness, courtesy and tact in personal interactions with customers, agency employees and staff.

Abilities:

- Receive record and respond to simultaneous multiple emergency calls for assistance including the ability to correctly prioritize and communicate the responses for the appropriate personnel and support agencies.
 - Problem-solve and trouble shoot in all areas pertaining to dispatching.
 - To work under pressure, exercise good judgment and make sound decisions in emergency situations.
 - To make critical decisions in the absence of a Standard Operating Procedure (SOP).
 - Learn the knowledge to perform the functions of the position.
 - Effectively communicate and elicit good information from upset and irate citizens.
 - Type accurately and at a speed necessary for successful job performance.
 - Understand and be willing to follow written and oral instruction.
 - Work various shifts assigned.
 - Communicate clearly and concisely both orally and in writing, in emergent and non-emergent situations.
 - Accurately recall, identify and categorize information
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- Ensure accuracy of information by proofing work to detect errors
- Establish and maintain a cooperative working relationships with those contacted in the course of work.
- Maintain confidentiality.
- Work as part of a team.
- Exemplify the values of the department and demonstrate professionalism, compassion and empathy.
- Maintain physical condition appropriate to the performance of the assigned duties and responsibilities including; sitting for extended periods of time at a fixed position until break or lunchtime, utilizing a computer keyboard and mouse making repetitive movements, operating assigned equipment.
- Maintain effective audio-visual discrimination and perception needed for; making observations sufficient to handle multiple tasks, communicating with others, reading and writing, reading computer screens with varying fonts and colors, operating assigned equipment, listening on a headset, listening to multiple conversations at one time.

Minimum Requirements:

- High school diploma or GED
- Ability to pass qualifying physical exams, polygraph, psychological and background investigation.
- Apply common sense understanding to carry out detailed and complicated procedures and instructions according to standard operating procedure.
- Ability to remain calm and effectively communicate under pressure and unusual circumstances.
- Ability to multitask on a consistent basis
- Ability to utilize a headset for phones/radio and hear what is going on in a busy communications center
- Type accurately at a speed necessary for successful job performance.
- Proficient with personal computers and windows based applications.
- Obtain CPR and EMD certification within 1 year of hire.

Emotional Abilities: Controls personal emotional responses and acts appropriately under high levels of personal stress. Demonstrates sensitivity to feelings of others; listens with empathy towards others; and displays compassion to those in distress. Control personal aggressive responses and acts in a manner designed to calm volatile persons.

Mental Abilities: Applies reason and logic rapidly in a legally correct manner when under physical, emotional and intellectual stress. Comprehends and processes new information quickly and accurately. Retains relevant information.

Physical Skills: Possesses and maintains ability to utilize verbal control techniques. Ability to

stand or sit for long periods of time.

Public Interaction: Utilizes Computer Aided Dispatch for various calls for service from citizens. Also initiates fire/EMS calls for service, obtaining appropriate information for safety of all concerned. Provides pre-arrival EMD instructions when indicated to callers with medical emergencies.

Shift Preparation: Possesses and maintains ability to work rotating shifts and overtime as needed and assigned. Participates in roll call. Maintains awareness of assignment activities. Maintains personal and departmental equipment in satisfactory condition.

Social Skills: Establishes and maintains effective relationships with peers, supervisors and the public. Asserts self when necessary to confront or exert control over others.

Verbal Skills: Speaks English clearly and converses effectively with persons of divergent ethnic, cultural and educational backgrounds. Projects voice clearly and forcefully when necessary while under personal stress. Able to communicate effectively on the radio systems and maintain a positive working relationship with those we dispatch for.

Note: The successful applicant must be able to perform ALL the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements.
