

DISPATCH JOB DESCRIPTION

JOB TITLE: DISPATCHER

DEPARTMENT/GROUP: Carbon County Sheriff's Office

LOCATION: Carbon County Jail and Communication Center.

OVERALL FUNCTIONS:

Operates various forms of communication devices and is responsible for obtaining accurate information from a reporting party, computer, or other source, and relaying that information concisely and accurately to the peace officer or other official in the field.

NATURE AND SCOPE OF JOB:

One (1) of eight (8) dispatch staff reporting to the Undersheriff.

SPECIFIC RESPONSIBILITIES AND DUTIES:

- Communicate effectively and coherently over law-enforcement multi-channel radios while initiating and responding to multiple radio communications.
- Answer phone calls, including 911 calls for service and administrative phone lines.
- Gathers information and prioritizes calls to relay information to field or support personnel as appropriate.
- Stays aware of location of all officers and employees in offices or that are on the street.
- Performs dispatcher duties for Ambulances, Fire Departments etc.
- Completes daily and weekly test pages as needed.
- Monitors commercial/private alarms, panic buttons and dispatches appropriate staff.

COMMUNICATIONS CENTER/ADMINISTRATIVE DUTIES/REPORTS

- Gathers and compiles information from various computer files to aid in investigations, as required by law enforcement.
- Maintains dispatch log.
- Makes accurate and timely entries and updates of articles, vehicles, and persons into National Crime Information Computer.
- Maintains proper records for criminal history requests and disseminations, local arrests, and tickets, and calls for services and radio logs.
- Maintains files of documents.
- Follows all procedures and policies established by the Sheriff.
- Maintain library of appropriate manuals to aide field officers.
 1. Directories.
 2. Maps

SECURITY

- Monitors alarms and dispatches appropriate personnel.
- Ensures external security of the Sheriff's Office and Jail through use of monitors.

CERTIFICATIONS:

- Maintain P.O.S.T. Certification.
- Maintains C.P.R. Certification.
- Maintains E.M.D. Certification.

PUBLIC RELATIONS

- Greets the public in a friendly, helpful and professional manner on the telephone, radio network and in person.
- Maintains confidentiality on all official business.
- Professionally relates to Emergency staff and the public to coordinate an expeditious solution to the situation that is called in.
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MISCELLANEOUS DUTIES

- Alarms
- Panic buttons – dispatch Patrol Officer to appropriate location.

BACK-UP DUTIES

- Backs up other Dispatchers as necessary.
- Subject to Call Out.
- Subject to On Call.

****NOTE: Only minimum duties are listed. Other responsibilities may be required as requested by the Sheriff.***

Note: Higher "Priority Values" are priority tasks requiring greater skill emphasis compared to lower "Priority Values". Higher "Priority Values" do not necessarily equate to a greater amount of time spent on those tasks.

NOTE: These are tasks hat the Sheriff has determined are non-essential.

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DESIRED MINIMUM QUALIFICATIONS:	
<ol style="list-style-type: none"> 1. Education and Experience <ol style="list-style-type: none"> a. High school diploma or equivalent b. Dispatcher Certification 2. Necessary Knowledge, Skills and Abilities: <ol style="list-style-type: none"> a. Skill in operation of and ability to use listed tools and equipment. b. Ability to understand and follow written and oral instructions. c. Ability to communicate effectively verbally and in writing. d. Ability to establish and maintain effective working relationships with employees, other departments and the public. e. Must have the ability to work under pressure and handle a continual schedule of distractions and inquiries requiring immediate decisions. f. Must demonstrate problem-solving capabilities. g. Must have excellent organizational skills. h. Must be able to manage time effectively. 	
TOOLS AND EQUIPMENT USED	
<ol style="list-style-type: none"> 1. Radio-Console(all types and styles) 2. Computers (for phone programs) <ol style="list-style-type: none"> a. County b. In-House for Sheriff c. Enhanced 911 Computer/Priority Dispatch/TTY for the Deaf d. Statelink, NCIC/WCJIN e. Vehicle Registration Computer 3. Teletype 4. Calculator 5. Copy machine 6. Fax machine 7. Telephone System 8. Computer System Database 9. Portable Radios 10. Radio and Email Paging 11. Alarm Monitoring Equipment 12. Dispatch Reference Library 13. Video Camera 14. Commander Computer 	