

# 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, ad 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 that the Sheriff has determined are non-essential.*

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