

**CLASSIFICATION:** Dispatcher

**BARGAINING UNIT:** Sheriff's Guild

## SAN JUAN COUNTY POSITION DESCRIPTION

**Position Title:** Dispatcher

**Date:** March 31, 1997

**Reports to:** Chief Civil Deputy

**Department:** San Juan County Sheriff

**FLSA Status:** Nonexempt

**Positions Supervised:**

**BASIC FUNCTION:** Processes citizens' 911 calls for law enforcement, fire and medical aid services under emergency conditions in an accurate and timely manner; determining the nature, location and severity of the emergency, and dispatching appropriate personnel, apparatus and equipment. Prioritizes emergency situations. Works independently with little direction. Works with the public and works under pressure in extremely stressful situations. Provides information and assistance to various state, federal and military law enforcement agencies, other county agencies, medical agencies, and officers in the field; monitors and controls radio air traffic and ensures officer safety to the extent possible; provides information and assistance to the public; and performs complex and specialized clerical support work for the Sheriff's Office, four County Fire Departments and Medical Aid Units.

**MINIMUM QUALIFICATIONS:** High School diploma or GED and one year experience in an emergency services, law enforcement or public safety agency; or any combination of education and experience that demonstrates the ability to perform the essential functions of the job. Must successfully pass the Civil Service Exam for this position. Requires typing/ keyboarding at a minimum of 35 wpm with at least 85% accuracy.

**PRINCIPAL DUTIES - Asterisk designates essential function:**

- \*1. Provides a direct link between the citizens of San Juan County and law enforcement, medical aid and fire agencies by receiving all incoming calls on emergency and business lines and evaluating the type of service or information required.
- \*2. Evaluates the severity (possibly life-threatening), nature and location of the call to determine the priority and dispatch appropriate personnel, apparatus and equipment via radio, departmental intercom or telephone communication equipment, determining the agency, number of units and which units to dispatch according to the nature of the emergency, with minimum of supervision and according to purposely drawn broad guidelines.
- \*3. Maintains contact with field units to assure safety and efficiency; updates units of the status of the situation, and tracks unit status and location at appropriate times.
- \*4. Provides emergency medical assistance as a first line responder via telephone such as instructing citizens in CPR, childbirth, etc.
- \*5. Performs background checks as requested by other law enforcement agencies, county agencies, and Sheriff's office personnel by making inquiries into local, state and national computers, by teletype and/or telephone to other law enforcement, state, federal and international agencies.
- \*6. Coordinates Search and Rescue Missions by calling out and tracking various agencies and personnel, including deputies, fire fighters, medical personnel, citizen volunteers, park rangers, dive teams, and outside agency personnel such as the Coast Guard. Dispatch and monitor radio frequencies for ground, air and watercraft.

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- \*7. Coordinates additional emergency personnel such as road crews, out of county responders, National Guard, and volunteers in emergency situations caused by natural disaster.
- \*8. Provides after hours emergency dispatching for the county public works and utility company.
- \*9. Enter and update detailed information into various computers including nature and location of calls received, premise histories, police reports, CPL applicants, criminal history information, stolen and/or pawned property into the state and national computer; enter and delete warrants and missing persons in local, state and national computers. Prepare and maintain various logs, forms, and reports as required.
- \*10. Communicates by telephone or teletype with other law enforcement agencies to confirm and validate warrants and/or stolen property information, with special regard to caution indicators for officer safety.
- \*11. Processes jail bookings for criminal history records and additional warrants through the national computer and department of licensing.
- \*12. Monitors the well being of prisoners and performs prisoner checks and jail duties as necessary, which may include searching a prisoner.
- 13. Coordinates travel arrangements for deputies, prisoners and medical patients.
- \*14. Operates a variety of office equipment such as radio and telephone equipment, computers, (ANI) Automatic Number Identifier, (ALI) Automatic Location Identifier, TTD, Instant-call recorder, paging system, and monitor many active radio channels and phone lines (including emergency and routine).
- \*15. Monitors a variety of safety and security equipment such as video monitors, door security equipment, and alarm panels.
- 16. Trains new employees.
- 17. Assists citizens at the office counter in requests for reports and law enforcement assistance, assists citizens with the preparation of various forms and reports, and provides routine information and assistance.
- 18. Copies and distributes reports to various county offices.

**PHYSICAL AND MENTAL REQUIREMENTS:** Requires sitting for long periods of time, some bending, occasional lifting of objects weighing up to 10 pounds and infrequent lifting or moving of more than 20 pounds. This position requires the ability to hear and understand verbal communication, speak clearly and distinctly, and visual acuity at 12 feet or less. Must be able to receive and understand written and oral communication, and relay that information by written and/or oral instruction.

**EQUIPMENT REQUIREMENTS:**

Equipment/Tool	No. of Hours	Frequency of use		
		Daily	Weekly	Monthly
Computer	9	x		
Maps/Reference Manuals	.3	x		
Video camera (monitoring)	9	x		
Radio Transmit/Receive	9	x		
Telephone / fax	9	x		
Copy machine	.75	x		
Typewriter	.2	x		

**WORKING CONDITIONS:** Normal air conditioned office. Works various shifts with continuous interruptions in an emergency center environment which operates 7 days a week, 24 hours per day. Remains in the center during the entire shift. Periodically works weekends, holidays, and overtime.