

CARBON COUNTY SHERIFF'S OFFICE

DISPATCHER POSITION

POSITION: Dispatcher/ Full or Part-time

DEPARTMENT: Carbon County Sheriff's Office

ACCOUNTABLE TO: Carbon County Head Dispatcher (who will refer to the Sheriff or the Undersheriff)

SUMMARY OF WORK: This position is responsible for all information coming in and out of the office. The information must be logged, kept accurately and confidential.

JOB CHARACTERISTICS:

Nature of Work: This position performs operating duties which require attention to accuracy, detail and timeliness. Position must adhere to strict standards of confidentiality of information and documentation. Work is performed in an office setting during each dispatcher's shift. Position must be able to work in an extremely crowded and noisy environment. Position must be able to operate nine or more incoming phone lines, two-way radios, the window, different printers, a TDD and a fax machine during normal shift. Position may encounter various types of hazards including criminals, volatile persons and electrical equipment which can cause extreme stress in emergency situations. Position receives and is responsible for warrant and citation bond money.

Personal Contacts: Daily contact with fellow dispatchers, police staff, supervisors, various state and county officials and the general public through face to face, teletype, radio calls and by telephone.

Supervision Received: Receives limited supervision from the Head Dispatcher and if necessary the Sheriff or Undersheriff.

Supervision Exercised: Daily contact with the public, police staff/deputy staff in day-to-day situations.

Essential Functions: This position must be able to: communicate orally and in writing, ready written material, follow written and verbal instructions, perform assigned duties in a timely manner, maintain accurate records and police logs, prepare reports, deals tactfully with the public, adhere to safety techniques and procedures at all times, handle and mediate conflicts.

Physical Functions: This position must be physically able to: sit in meetings; use listening and speaking skills; sit, stand, walk and drive; hear and smell; lift, carry, push and pull heavy objects; use manual dexterity; reach, handle, grasp and finger objects with hands and arms; use visual sight including near acuity, far acuity and depth perception; and climb, balance, stoop and kneel.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

- Performs assigned duties, accurately maintains records, performs technical operations, works on multiple projects at once, deals with stress, deals tactfully with the public, adheres to safety procedures, observes work hours and is punctual, maintains confidentiality, submits accurate reports, works well with others, works well without immediate supervision and accomplishes goals.
- Requires standing and manual dexterity in retrieving documents for verification, uses writing instruments including the typewriter and computer and requires communication skills in dealing with the public and personnel.
- Is responsible to complete the training required on the CJIN computer system, be aware of new equipment being implemented into the workplace, requires the ability to maneuver around the office space retrieving documents and resource manuals to verify accuracy, requires manual dexterity in retrieving these documents and operates writing instruments including the typewriter and computer.
- Communicates via two-way radio to relay information or gather information to emergency service personnel, accurately logs information, maintains operating status of recording devices, requires sitting in a chair in front of a console for extended periods of time answering telephones and communicating with walk-up people, activates a radio mike with hands, reaches for the telephone, works with the keyboard of a computer, clearly and quickly relays messages to appropriate personnel.
- Types, files and records information in logs; compiles lists of active warrants for wanted people; maintains filing system for inmates; requires sitting at a console using typewriter, computer and writing instruments to enter this information; requires maneuvering a chair around small office space to access various stations at the console.
- Delivers requested information from the Criminal Justice System; checks persons for missing or wanted status, driver's license inquiries and registration inquiries.
- Performs other related duties as required or as assigned.

JOB REQUIREMENTS:

Knowledge: This position requires a thorough knowledge of: criminal justice information systems, NCIC/CJIN system, records management, basic accounting, is familiar with local emergency services, some radio codes and some legal terminology.

Skills: This position requires considerable skill in the use of computers, radios, telephones, typewriter, TDD, printers, fax machine, 911 tracker, recorder, shredder and modem.

Abilities: This position requires the ability to: communicate effectively orally and in writing, follow verbal and written instructions; perform supervisory duties; document calls and information accurately; make quick decisions while under stress and pressure; get along with people; comprehend conversations, numbers and names; calm people and acquire information during emergencies; keep calm and collected during emergencies; adhere to safety techniques and procedures at all times; understand and apply policies and procedures; deal with stress and emergency situations; deal tactfully and professionally with the general public; adhere to strict standards of confidentiality; establish effective working relationships with fellow employees, supervisor, other county employees and departments, various state and federal agencies and the general public.

EDUCATION AND EXPERIENCE:

The above knowledge, skills and abilities are typically acquired through a combination of education and experience equivalent to:

-A high school diploma or GED equivalent with two years' experience as a law enforcement dispatcher with training and/or courses in basic communications, CJIN system, supervision, filing and accounting.

-Must have a certification from the Montana Law Enforcement Academy for Public Safety Communications Operator.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

-Observes work hours.

-Demonstrates punctuality.

Page 4/ Dispatch Position Description

- Performs assigned duties.
- Works will with others and the general public.
- Is able to deal with stress and handle emergency situations.
- Is able to work on multiple operations at once.
- Adheres to standards of confidentiality.
- Maintains accurate and timely reports and police logs.
- Prepares and submits accurate and timely reports.
- Deals tactfully and courteously with the public.
- Adheres to safety techniques and procedures at all times when dealing with the public.
- Establishes and maintains effective working relationships with fellow employees, supervisor, other county employees and departments, various state and federal agencies and the general public.