

# CARBON COUNTY MONTANA

## JOB DESCRIPTION



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**POSITION:** Public Safety Communication Dispatcher

**DEPARTMENT:** Sheriff

**REPORTS TO:** Undersheriff

Full-Time (40 hours)     Part-Time Benefit Eligible (30-39 hours)     Part-Time (≤29 hours)

Permanent     Seasonal     Temporary     Grant-Funded     Short-Term

Exempt     Non-Exempt

**SCHEDULE:** Varied shift rotation, including day and night shifts, holidays and weekends

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**PURPOSE OF THE JOB:** The Public Safety Communication Dispatcher is responsible for receiving and prioritizing all emergency and non-emergency requests for service and for dispatching appropriate service providers in a manner consistent with the mission and goals of Carbon County and the Carbon County Sheriff's Office. All work functions involve the use of computer technology, which requires a high level of accuracy, concentration, attention to detail, and multi-tasking. Work involves the exercise of independent judgment in receiving and transmitting law enforcement, fire, emergency medical, and other emergency services information by emergency radio, telephone, and computer and determining what actions are necessary based on the call. This position must receive, record and transmit information accurately, timely and on a strictly confidential basis.

**ESSENTIAL FUNCTIONS:**

Answer 9-1-1 emergency and nonemergency requests from different sources, such as phone calls, text messages, social media, and alarm systems;

Determine the type of emergency and its location and decide the appropriate response based on agency procedures;

Relay information to the appropriate first-responder agency;

Coordinate the dispatch of emergency response personnel;

Give instructions and guidance to the person in need before emergency services arrive;

Monitor and track the status of police, fire, and ambulance units;

Synchronize responses with other area communication centers;

Keep detailed records of calls;

Operate and maintain proficiency in multiple computers systems and technology;

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Monitor radio traffic on multiple frequencies for law enforcement, fire, and medical personnel as well as being able to communicate with other city, county, state and federal agencies on mutual aid radio frequencies;

Prepare various records and reports in order to properly document shift activities;

Provide information to law enforcement personnel by accessing computerized information regarding criminal histories, active warrants, vehicle registration, driver's license status and similar information;

Ability to proficiently utilize, update and navigate Criminal Justice Information Network (CJIN) without error.

### **OTHER DUTIES AND RESPONSIBILITIES:**

Establish and maintain effective working relationships with fellow employees, supervisors, other county employees and departments, various state and federal agencies and the general public;

Ensure the equipment in the Dispatch Center is functioning correctly and report to appropriate person when they are not;

Integrity and discretion when working with sensitive information and details;

Ability to tactfully address and interact with the public;

Adhere to safety techniques and procedures at all times;

Other duties as assigned.

### **KNOWLEDGE AND SKILLS:**

*Ability to multitask.* Public Safety Communication Dispatchers must stay calm in order to simultaneously answer calls, collect vital information, coordinate responders, monitor multiple displays, and use a variety of equipment;

*Communication skills.* Public Safety Communication Dispatchers work with law enforcement, emergency response teams, and civilians. They must be able to communicate the nature of an emergency effectively and to coordinate the appropriate response;

*Decision-making skills.* When people call for help, Public Safety Communication Dispatchers must be able to determine the response dictated by procedures and to work efficiently with the assisting emergency departments;

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*Empathy.* Public Safety Communication Dispatchers must be willing to help a range of callers with varying needs. They must be calm, polite, and sympathetic, while also collecting relevant information quickly;

*Listening skills.* Public Safety Communication Dispatchers must listen carefully to collect relevant details, even though some callers might have trouble speaking because of anxiety or stress;

*Typing skills.* Public Safety Communication Dispatchers enter the details of calls into computers; typing speed and accuracy are essential when responding to emergencies;

Operate a computer terminal and peripheral equipment; multi-line phone system;

Ability to process information quickly;

Must be able to tolerate a high degree of stress and remain calm under emotional emergency conditions.

### **QUALIFICATIONS:**

High school diploma or GED;

Ability to proficiently type 40 WPM;

CJIN certification within six (6) months of hire date;

Public Safety Communicator Basic Certification (POST) within twelve (12) months of hire date.

### **FISCAL RESPONSIBILITY:**

Occasional purchasing at the direction of the Sheriff in accordance with County Procurement Policies.

### **EXTENT OF PUBLIC CONTACT:**

Extensive face-to-face contact and contact via telephone with the public.

### **WORKING CONDITIONS AND ENVIRONMENT:**

This position is sedentary in nature with long periods of sitting or standing in a confined work area; however, Public Safety Communication Dispatchers are required to perform some light lifting, stooping, and bending duties in the process of working with files and performing routine office duties.

Physical Activity:

Repetitive Motion:  Never  Occasionally  Frequently  Continually  
(repeating movements of arms, hands and wrists)

Talking:  Never  Occasionally  Frequently  Continually  
(express or exchange ideas verbally)

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Hearing:  Never  Occasionally  Frequently  Continually  
(perceive sound by ear)

Seeing:  Never  Occasionally  Frequently  Continually  
(obtain impressions through the eye)

### Activity Level:

Sedentary

(occasionally lift/carry up to 10 pounds or push/pull small objects; sits most of the time; infrequent to occasional walking/standing)

Light

(frequently lift/carry/push/pull up to 10 pounds and/or occasionally lift/carry/push/pull up to 20 pounds; frequent walking/standing or sitting most of the time while using arms/legs to push/pull)

Medium

(occasionally lift/carry/push/pull 20-50 pounds and/or frequently lift/carry/push/pull 10-20 pounds and/or continuously lift/carry/push/pull 10-20 pounds; occasional to frequent walking/standing)

Heavy

(occasionally lift/carry/push/pull 50-100 pounds and/or frequently lift/carry/push/pull 20-50 pounds and/or continuous lift/carry/push/pull 10-20 pounds; occasional to frequent walking/standing)

Very Heavy

(occasionally lift/carry/push/pull 100+ pounds and/or frequently lift/carry/push/pull 50+ pounds and/or continuous lift/carry/push/pull of 20+ pounds; occasionally to frequent walking/standing)

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This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other duties upon the request of the supervisor or other governing entity.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

### FOR OFFICE USE ONLY

JOB DESCRIPTION:  APPROVED  DENIED

SALARY SCHEDULE:  ADMIN  CLERK  DISPATCH  NURSE  ROAD  SHERIFF

\_\_\_\_\_  
Presiding Officer Signature

\_\_\_\_\_  
Date

COMMENTS: