

CHARACTERISTICS OF THE CLASS:

Under general supervision of the Sheriff, Chief Deputy or designee, performs skilled technical communications work, receiving and transmitting information by short wave communications equipment, dispatching mobile units as required and performing related clerical work and record keeping. Performs related work as required. Work is performed in an office setting, occasionally under periods of stress.

SUPERVISORY CONTROLS:

An employee in this class receives general technical and administrative supervision. Work is reviewed through observation, reports and conferences for accuracy of information, efficiency of service and ability to perform in emergency situations. Consequence of error could result in delays in providing emergency services and in possible loss of life or property.

EXAMPLES OF DUTIES:

(The following are illustrative only and are not intended to be all inclusive or restrictive.)

Answers incoming telephone calls, obtains pertinent information and prioritizes the calls.

Locates sites and gives directions to emergency personnel and public using appropriate map.

Determines appropriate type and number of personnel and dispatches them to accidents, crime scenes and other critical incidents giving pertinent information and instructions.

Receives findings from emergency personnel at scene and uses that information to determine and dispatch additional resources, using telephone, tow-way raid, pagers and/or Teletype.

Maintains contact and coordinates activities between emergency units.

Operates computer systems to facilitate exchange of information, such as vehicle registration, driver's license records, warrants and criminal histories with law enforcement officers.

Keeps and maintains computer log of all information received and broadcast, together with time, type of item, nature of complaint and complainant.

Completes and enters Initial Complaint Report (ICR) information into computer system; types messages, requests and receives information on the Teletype.

Operates telephone, radio and computer systems simultaneously while remaining calm and decisive when dealing with emergency situations.

Exercises self control and deals tactfully with persons in stressful situations.

Maintains restraining order file, warrant file and provides "hit" confirmation information to officers and other law enforcement agencies.

Maintains, updates, cancels and validates Criminal Justice Information System (CJIS) files in federal/state computer systems.

Runs criminal history checks for authorized personnel and agencies. Prepares factual, accurate reports and performs related clerical duties.

Directs public to appropriate agency or person to help locate desired information. Monitors information desk, answering questions from the public requiring basic knowledge of the law.

Monitors and controls security locks and cameras on law enforcement building and jail facilities; monitors alarm systems that indicate location of fire, break-in or other emergency situation.

Provides pre-arrival instructions to caller, utilizing knowledge of the emergency techniques.

Arranges for emergency repairs of all essential equipment in the dispatch center, such as computer, phone and radio systems.

Activates and deactivates all civil defense sirens and performs pager/radio tests when appropriate.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: (Any combination of training and experience providing the following knowledges, skills and abilities.)

Knowledge of county geographic layout, addressing system, emergency service areas and highway systems.

Ability to communicate clearly, both orally and in writing to provide critical information to appropriate individuals.

Ability to comprehend and follow difficult written and verbal instructions.

Ability to establish and maintain effective working relationships with co-workers, other law enforcement officials, governmental staff and general public.

Knowledge of Federal Communications Commission's rules and regulations relating to receiving and transmitting information on radio.

Ability to read and understand various materials, such as CJIS and NCIC policy and procedure manuals, personnel handbook, warrant information and various departmental correspondence.

Ability to listen attentively, understand and convey all of the important information correctly to the appropriate responding units.

Ability to organize and coordinate numerous law enforcement agencies.

Ability to remember pieces of information involved in a number of tasks happening at the same time.

Ability to react quickly, effectively and calmly in emergency situations.

Ability to type reports and records rapidly and accurately.

Knowledge of department's organization, policies and procedures.

Ability to work with minimal supervision.

ESSENTIAL JOB DUTIES:

The Essential Job Duties of this position are regular and timely work attendance and all duties as listed.

Date Last Revised:

6/85

4/98; 8/04