

COMMUNICATIONS DISPATCHER I

Effective Date: January 15, 2013	Revised January 2018; 2024
Re-evaluation Date: Annual	Approval: Sheriff Andrew Dedeke

TITLE: DISPATCHER I

ASSIGNMENT: Support Services Bureau – Communications Division

JOB CLASSIFICATION - Hourly/Non-exempt/Essential

PAY LEVEL: 11-SO

PRE HIRE REQUIREMENTS – U/A. Passing score on both the PST-80 and Critical tests. The Communications center operates 24 hours each day, 7 days a week, and 365 days a year, the successful applicant must be available to work all shifts, encompassing weekends and holidays, and will be required to work overtime hours with little notice. Shift assignments rotate three times annually. Will be **required** to report to work in case of large disasters that require the activation of the Leavenworth County Emergency Operations Center or in any situation where a member of command staff determines that additional dispatchers are necessary for current or predicted call volume. Must be available to attend training, which may be conducted off-site.

JOB DESCRIPTION: Under the direction of the communications division supervisors and the director provides communication services by answering 9-1-1 emergency telephone calls, administrative telephone calls, Telecommunications Device for the Deaf (T.D.D.) calls and radio transmissions requesting/requiring multi-discipline and multi-jurisdictional public safety services for both rural and urban areas within Leavenworth County. Work includes exposure to verbal and written information that may be disturbing or distasteful. Work involves speaking to persons in distress and processing information dealing with life and death situations. Work includes exposure to moderate noise.

DUTIES – EXAMPLES OF WORK: Conducts a call interview, analyzes information, classifies information and follows a call receiving protocol to guide persons in distress in order to obtain pertinent, accurate and actionable information; records call, radio and other information to a computer aided dispatch database (CAD); dispatches the correct assistance type by incident code and jurisdiction; directs to location using paper or digital mapping; closely monitors and continuously analyzes available information and all dispatched calls to insure the security and safety of the public and public safety responders; relays messages via numerous formats, using telephone, P25 radio, electronic or digital means; records unit times, radio traffic, person, location, and scene information to CAD; enters information to and maintains multiple logs; reads law enforcement reports, queries, enters, retrieves, cross-references, modifies, validates and removes information from local, state and federal database pending apprehension/location/recovery following KCJIS/CJIS/NCIC policy and procedure; manages and controls radio communication; notifies additional resources for response; makes immediate notification to appropriate entity/personnel regarding the malfunction or failure of equipment;

operates auxiliary equipment, various warning systems, the recorder / instant recall program, printer/copier/fax machines and a wide variety of office equipment in entering and retrieving data; assists in the daily preparation and processing of a wide variety of reports and records; participates in post-incident quality assurance review of job performance; participates in after-action debriefing; reports important information to supervision and makes immediate command staff notification of emergent events.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

OTHER DUTIES: Completes other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to maintain the strictest confidentiality

Ability to meet the attendance schedule with dependability and consistency

Ability to hear in person, telephone and two-way radio

Ability to use effective interpersonal communication skills including clear speech and proper diction, clear enunciation, concise word choices in speech using professionalism, tact and diplomacy

Ability to communicate clearly, concisely and coherently in writing using appropriate knowledge of the English language, grammar, punctuation, spelling and proper word usage

Ability to learn law enforcement, fire and emergency medical codes, terminology, and procedures.
Ability to memorize and use multiple types of codes to replace speech appropriate for radio and CAD usage

Ability to perform duties without immediate or direct supervision

Ability to accept and follow direction, instruction and orders from others

Ability to remain calm, recall information, think critically and provide instruction/direction during emergent and non-emergent situations

Ability to prioritize information, work tasks, and events efficiently and effectively

Ability to read and interpret a map and become familiar with the geography of Leavenworth County, provide systematic directions, and learn/utilize computer mapping systems

Ability to work closely and in harmony with others in an enclosed environment in close contact with other personnel and maintain a stationary console position for long time periods

Ability to accept feedback and participate in quality assurance review from supervisors to improve

job performance and to self-evaluate performance during and after an incident, make immediate correction and seek advice from supervision to promote self-improvement and report as required

Possess hand-eye coordination sufficient to operate and view multiple monitors, multiple computer keyboards, and complex communications equipment in rapid succession or even simultaneously

Knowledge of Windows operating systems, computer technology and equipment and ability to utilize complex computer programs

Knowledge of office practices, procedures, filing systems and appliances

Skill in multi-tasking: coordinating simultaneous mental, manual, auditory and visual activities

Skill in observing or listening to situations analytically and objectively and relaying details accurately while maintaining situational awareness

Skill in high level of attention to detail

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light work generally in a communications center setting. Must be able to sit or stand for long periods. There is frequent need to use manual dexterity to operate multiple computer databases, computer monitors, touchscreens, push to talk equipment and foot pedal and perform other similar actions during the course of the workday. The Leavenworth County Sheriff's Office promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: United State citizen; High School Diploma or GED, Associate's degree preferred; Pass a pre-employment background investigation

I have received, reviewed and fully understand the above job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein, under any and all conditions as described.

Printed name: _____ Date: _____

Signature: _____