

JOB DESCRIPTION

JOB TITLE: Dispatcher - 300
DEPARTMENT: Law Enforcement Services of South Sound 911
REPORTS TO: Communication Supervisor
Classified position, EEO cat 6

SUMMARY:

As part of South Sound 911 Law Enforcement Services, and under the direction of the Communication Supervisor, this position performs complex and responsible dispatcher duties in the Emergency 911 Communications Center; processes citizen's requests for law enforcement services under various conditions, including emergency situations, receives emergency communications, determining the nature, location and severity of the emergency and dispatch appropriate personnel, apparatus and equipment; provides information to client law enforcement agencies, other City and County agencies and law enforcement officers in the field; monitors and controls communication traffic and assure officer safety to the extent possible.

ESSENTIAL FUNCTIONS:

Receive incoming emergency and non-emergency communications from the public, law enforcement officers, departmental employees and commercial organizations via telephone, radio, written materials and video computer terminal. Secure necessary information including the nature, location and severity of the call; determine the priority of the call and adjust the priority based upon the nature of the emergency. Work under stress with accuracy in a calm and efficient manner. Respond to situations in a positive and efficient manner.

Dispatch appropriate personnel, apparatus and equipment via radio, computer aided dispatch system, departmental intercom or telecommunications equipment; determine the number of units needed and which officer to dispatch according to established guidelines and the nature of the emergency. Maintain contact with City and County field units to assure safety and efficiency; inform officers of the status of the situation and receive and maintain officer's status and location at appropriate times.

Gather appropriate information regarding incidents that have occurred on prior shifts from logs, listings and reports. Receive personnel availability status reports and contact agencies regarding the availability of their personnel.

Operate a variety of department equipment such as a variety of radio and telephone equipment, computer terminal, alarm monitoring systems, paging system, TDD, tape recorders; monitor a variety of safety and security devices such as television camera monitoring equipment, door security equipment, many active radio channels and phone lines including emergency and non-emergency, and relay appropriate information to affected field units.

Enter and update a variety of detailed information into the computer terminal including the nature and location of calls received and premise histories; prepare and maintain various logs, listings, schedules and files; testify in court as required.

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 18 hours.

QUALIFICATIONS:

Graduation from high school or equivalent. Ability to perform split ear functions. Two years of experience in a law enforcement agency or two years of clerical experience involving considerable public contact and multi-tasking.

KNOWLEDGE AND EXPECTATIONS:

Understand emergency services, communication codes, procedures, and geography of area served.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Prepare clear and concise reports using law enforcement report preparation procedures.

Perform limited clerical duties such as filing, duplications and typing.

Work appropriately with confidential material and information.

Keyboarding at 45 words net per minute from clear copy.

Work with speed and accuracy.
Follow safety rules and regulations.
Provide training and orientation to peer employees.
Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, police radio and teletype.
Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.
Maintain cooperative and effective working relationships with others.
Analyze situations quickly and adopt an effective course of action.
Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Is this position closely, moderately or minimally supervised? Moderately

Please explain: Employees are expected to work independently in a variety of tasks and ask for assistance/clarification from Supervisors when questions/concerns arise.

Does this position have supervisory responsibility (i.e., responsible for hiring, firing, performance appraisals, etc.)? Yes
No

Does this position have access to confidential information? Yes No **If yes, please explain:**

We handle police records on a 24x7 basis. All information is confidential. State interface certification is required.

Does this position have access to or handle company funds? Yes No **If yes, please explain:**

Is it important to this position that the incumbent be able to communicate fluently in English?

Yes No **If yes, please explain:** Most of the business is done over the phone or in electronic communications, therefore it is imperative that we be able to communicate to the customers.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS: Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation and a psychological evaluation as part of the pre-conditional offer of employment.

Work hours: 8 hour shift with 30 minute lunch break and two fifteen minute breaks which can be taken five minutes per hour or in a 15 minute segment. Shift is 7 a.m. to 3 p.m., 3 p.m. to 11 p.m. or 11 p.m. to 7 a.m. Work 40-hour shift anytime during a seven-day period including holidays. Shift is bid and awarded based on seniority. Rotate through a relief shift.

PHYSICAL REQUIREMENTS: Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 18 hours. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit at a computer terminal, use hands to and arms to reach, finger, handle, or feel, and finger dexterity necessary to operate equipment used in the position.

The employee is required to talk, see, and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. Subject to lifting up to 10 pounds; standing, bending, stooping and reaching or sitting for eight hour periods, continuous contact with monitors/CRTs, and noise from communications and office equipment.

Headsets have suppressors to protect ears from feedback; fully adjustable ergonomic chairs; adjustable workstations have a variety of lighting according to individual preference; wrist rest, footrest, and non-glare computer screen.

WORKING ENVIRONMENT: Employee works in an indoor climate-controlled office environment. The noise level in the work environment is usually quiet. Work requires extended periods of concentration and sedentary work at a work station. Work is subject to frequent interruptions and normal office noise.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS: Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS: The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Standing 0 % of time
Walking 5 % of time
Sitting 95 % of time

Kneeling
Crouching
Crawling

Lifting 10 lbs.
Pushing 10 lbs.
Carrying 10 lbs.
Pulling 10 lbs.

Reaching
Handling
Speaking
Hearing

Climbing
Balancing
Stooping

Seeing
Depth perception
Color vision

ADDITIONAL COMMENTS: The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, PHR, Human Resources Manager

APPROVED BY: _____

DATE: 9-18-12

Adopted: 1-1-87 Revised: 1-90; 10-93; 8-95; 12-96; 1-99