

## JOB DESCRIPTION

**JOB TITLE:** Data Dispatcher  
**DEPARTMENT:** Communications  
**REPORTS TO:** Telecommunications Supervisor  
**Represented position, EEO cat 6**

### **SUMMARY:**

As part of South Sound 911 Communications, and under the direction of the Telecommunications Supervisor, this position performs technical, complex and specialized support work in the Communications Center communicating with law enforcement and other agencies to obtain and provide information. This position requires ongoing multitasking ability, and use of discretion and judgment. This position is supervised by the Telecommunications Supervisor and has no direct supervisory responsibilities.

### **ESSENTIAL FUNCTIONS:**

Provide information and assistance to law enforcement officers and other authorized agencies, operate police data radio channel and telephone with accuracy and speed to provide information to field officers, detectives and other agencies.

Process record checks on pawned or stolen property, vehicles, and persons in accordance with established procedures; confirm and locate warrants; obtain and provide information as required to law enforcement and other appropriate agencies.

Obtain follow-up information for law enforcement by computer and telephone to verify, confirm and validate warrants and other information with special regard to caution indicators for officer safety.

Process impound requests for accident and vehicle impound scenes and contact citizens upon the request of officer. Query, enter, modify and clear criminal justice information in local, state, and national databases, to include stolen vehicles, firearms, boats, articles and missing persons. Quality check and second check ACCESS entries as required.

Provide training and orientation to new employees; assist coworkers as necessary when available; work in a team environment. Attend meetings or training during shift or on overtime as directed.

Operate a variety of communication equipment such as personal computer, Computer Aided Dispatch (CAD) software, telephone system, radio system, and playback recorder.

### **KNOWLEDGE AND EXPECTATIONS:**

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

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

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.

Exercise a high degree of independent judgment in problem solving and decision-making.

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.

Maintain regular and predictable attendance.

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

Record-keeping, document retention, report preparation and basic research methods and techniques.

Provide training and orientation to employees.

### **QUALIFICATIONS:**

Graduation from high school or equivalent. Two years of experience involving considerable public contact and multi-tasking.

### **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 as part of the pre-conditional offer of employment.

Maintain Washington State Patrol ACCESS Level II certification.

Completion of FEMA courses IS-100 and IS-700.

### **PHYSICAL REQUIREMENTS:**

Work overtime on a volunteer basis or assigned and mandatory to cover staffing or workload 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 36 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or

hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**WORKING ENVIRONMENT:**

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

**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**

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

**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: Scott Hamel, Deputy Director

REVIEWED BY: Laura Lakowske, Recruiting Coordinator

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