

**ARCHULETA COUNTY, COLORADO**

**JOB DESCRIPTION**

**CLASS TITLE:** Dispatcher

**DEPARTMENT:** Consolidated Emergency Communications

**FLSA STATUS:** Non-Exempt

**JOB SUMMARY:**

Receives, maintains, and directs communications between the public and police, fire, medical, and utility departments; handles both emergent and non-emergent communications. Performs public service relations; Provides medical pre-arrival care instructions. Performs data entry and retrieval on multiple computer systems. Duties are performed with a considerable degree of initiative and independence.

**SUPERVISION RECEIVED**

A communications dispatcher receives supervision from the communication supervisor and/or dispatch manager.

**SUPERVISION EXERCISED**

A senior dispatcher may exercise limited supervision over new employees to assist with training.

**ESSENTIAL FUNCTIONS:**

*The duties described herein are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Answers incoming calls which include emergency calls for police, fire, rescue, and medical assistance, and utility and other non-emergent calls.

Obtains information necessary for dispatching personnel and equipment; studies geographical locations to dispatch nearest available unit; operates base radio to dispatch appropriate personnel on a timely basis.

Monitors and answers several radio frequencies for police and fire suppression services, and dispatches appropriate personnel.

Inputs, retrieves, and maintains information in automated computer information system.

Monitors, inputs, and retrieves information in the CCIC/NCIC (Colorado and National Crime Information Computer) System.

Processes and files all police reports; maintains history records; prepares, retrieves and maintains master name crime indexes; receives, photocopies, disseminates, maintains criminal justice records; maintains radio log and recording; communicates with various agencies via teletype using CCIC/NCIC computer systems, and direct communications via phone and in person with all other agencies.

Receives, directs and transmits all facsimile transactions.

Assists in investigations by performing computer searches of parties under investigation or connected with cases. Transmits teletypes to other agencies.

Requests documents and information from other agencies.

Perform a variety of record keeping, filing and other general clerical work.

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**OTHER DUTIES**

* Performs other miscellaneous duties as assigned by supervisor.
* Maintains and cleans equipment; including radios, computers, keyboards,dictaphones, printers, TTD, FAX, E911 system, recievers and monitors.

**MINIMUM QUALIFICATIONS**

*Any combination of experience and training that would likely provide the required knowledge and abilities may be qualifying.*

Must be at least 18 years of age

**Education –** High School diploma or equivalent

 **Experience -** One to three years of prior experience prefered.

**Licenses and Certifications:** - CCIC/NCIC Certification – or the ability to become CCIC/NCIC operator certified within six months of hire. Emergency Medical Dispatch certified within six months of hire. CPR/First Aid Certification - or the ability to become certified within six months of hire.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to:

Ability to communicate with and direct citizens under stressful conditions.

Ability to understand verbal information and instruction. Ability to exchange information with others, often under emergency circumstance, and to identify and direct corrective courses of action.

Ability to read, understand, and interpret written materials, often of a technical or detailed nature.

Ability to translate verbal communication and information into effective written material, e.g. reports and other documents.

Ability to remember situations, details, laws, regulations, procedures, policies, and the like.

Ability to think quickly under pressure.

Ability to communicate with others under stressful conditions.

Ability to remain calm in emotionally charged situations.

Ability to calm others in emotionally charged situations.

Ability to work day, night and weekend shifts.

Ability to learn geography and jurisdictions of service.

**TOOLS AND EQUIPMENT USED:**

Telephones, radios, computers, teletype machines, facsimile machines, photocopy machines,

and related business/office equipment.

**PHYSICAL DEMANDS:**

*The physical demands described herein 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.*

Ability to move to and from various points within the Communications.

While performing the duties of this job, the employee is frequently required to sit, talk, and hear.

The employee is required to use hand to finger, handle, grasp or feel objects, tools, or controls, and reach with hands and arms. Requires repetitive movement standard in office- related activities such as typing, and sitting and standing, talking in person and via telephone.

Ability to hear and conduct routine conversation, and to distinguish various signals, radio transmissions, and alarms/sirens. Ability to hear and respond to radio calls. Requires sufficient hearing and speech ability to communicate verbally in response to inquiries, complaints, and to speak to individuals or groups in an informational or instructional situation.

Specific vision abilities required by this job include close vision, distance vision, color vision, depth deception and the ability to adjust focus.

This position is occasionally required to stoop, kneel or crouch. Requires a full range of body movement including pulling/pushing, reaching, bending/stooping, kneeling, squatting, and twisting for occasional use of tools. The employee must occasionally lift and/or move up to twenty-five (25) pounds.

**WORK ENVIRONMENT:**

*The work environment characteristics described herein are representative of those an employee may encounter while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Working time may require irregular hours and/or on-call status.

Work is conducted in both an indoor shop and outdoor field environments. Incumbent experiences routine exposures and hazards of a typical office environment and frequent exposure to all types of weather conditions, dust, solvents, grease and oils. Frequently required to travel to other County office locations or work sites.

The noise level in the work environment is usually moderately quiet.

*All job descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been included. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.*

 *In accordance with Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.*

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.*

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Employee Signature Date