

JOB DESCRIPTION TELLER COUNTY

Job Title: Dispatcher I

Classification: Non-Exempt

Department: Sheriff

Salary Range: 35

Reports to: Commander or designee

Status: Full Time

SUMMARY OF JOB RESPONSIBILITIES:

A Dispatcher I performs work in receiving and prioritizing emergency and other calls for service from the Sheriff's Department, fire, emergency medical and related services and informs and dispatches response units; prepares and maintains a variety of records.

FUNCTIONS/TASKS:(All persons, with or without reasonable accommodation, who can perform the essential functions/tasks required on this job or position, will receive full consideration toward it.)

ESSENTIAL FUNCTIONS:

- (1) Receive and respond to telephone and radio requests for officer assistance and information; receive and dispatch radio messages to all units (to include but not limited to: Patrol, Code Enforcement, Division of Gaming, Division of Wildlife, U.S. Forest Service, Colorado State Parks, Animal Control, Fire Departments, Ambulances, Emergency Medical Services, as well as other agencies) when on the County frequency.
- (2) Determine the nature and priority of calls. Provide information on calls that do not require officer response.
- (3) Process requests from deputies for information regarding vehicle ownership verification, driver's license status, outstanding wants/warrants on persons, vehicles and stolen property, projected weather conditions and address validation by resident's name or known street number, perform records checks.
- (4) Monitor other law enforcement agencies and communicate with them when appropriate.
- (5) Using a computer, enter and retrieve information for authorized personnel pertaining to criminal warrants, stolen property, stolen vehicles, run file searches, assign case numbers to calls and provide any assistance possible to deputies and others.
- (6) Maintain radio log or recording.
- (7) Receive and transmit calls from the hearing impaired.
- (8) Maintain and operate E-911 computer system.
- (9) Monitor numerous radio frequencies; monitor activities to assist in ensuring safety of personnel.
- (10) Operate recording machines and preserve tapes.

Dispatcher I: (continued):

OTHER FUNCTIONS/TASKS:

- (11) Clean dispatch office and restrooms.
- (12) Train to maintain certifications
- (13) Perform similar duties as assigned.

MINIMUM REQUIREMENTS: (The following requirements are necessary to reasonably ensure the County that the individual selected for this position, with or without accommodation, will be able to perform the essential functions/tasks of the position.):

- (1) Skills/knowledge:
 - Ability to keep complete and concise records.
 - Ability to learn the rules and regulations of the Federal Communications Commission covering the operation of radio transmitters and receivers in law enforcement work.
 - Ability to learn geography of the area and emergency response procedures.
 - Ability to handle multiple priorities and simultaneous demands organizing and completing tasks according to their importance.
 - Ability to think clearly, exercise judgment and act quickly in emergencies and under stress.
 - Ability to maintain confidentiality.
 - Ability to establish and maintain effective working relationships with officers, fire and ambulance personnel and the public.
- (2) Experience/Education: High School Diploma or GED plus one (1) year of office work involving public contact, or equivalent. Training in team leadership and law enforcement is desirable.
- (3) Visual Acuity/Hearing/Speaking: Ability to hear on a telephone, radio and in person; ability to speak clearly and concisely; ability to see and read documents and characters on a computer screen; ability to monitor radios, telephones, computers and personal requests simultaneously.
- (4) Physical Effort/Dexterity: Ability to repeat hand and wrist movement while answering telephones and conducting computer entries; ability to sit for long periods of time.
- (5) Environmental Factors: Duties are performed in an office setting where temperatures are controlled, hazards may exist occasionally and access to the work area must be controlled.
- (6) Work Schedule/Characteristics: Forty (40) hours of shift work each week.
- (7) Special Requirements: Ability to clear criminal background check:
Certified for, or ability to obtain the following: Colorado Crime Information, NCIC, CPR and EMD Certificates, within six (6) months of hire date.

Rev 7/2018

My signature below acknowledges that I have read and understand my job description and the requirements specified within.

Signature

Date

Print Name