

Code: 3527

Title: SHERIFF'S 9-1-1 DISPATCHER

SUMMARY: This classification receives emergency and non-emergency requests for response via radio, telephone and computer-aided dispatch systems, determines priorities, dispatches law enforcement and other emergency units and maintains close contact with field units to monitor response progress and any needed support requirements. It is distinguished from Public Safety 9-1-1 Communicator and Sheriff's 9-1-1 Call Taker and other Public Safety classifications, which do not dispatch or communicate directly with field units.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Monitors emergency and general support radio frequencies;
Receives emergency and non-emergency calls, including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone, radio systems and computer-aided dispatch (CAD) systems;
Determines priorities of all calls and dispatches required units and/or agencies;
Receives radio calls from field units;
Transmits messages via radio, telephone, computer, fax, or other communication equipment;
Makes inquiries of various sources to obtain requested information or services by phone or computer automated communication equipment;
Maintains status and location control of all public safety personnel involved in department activities;
Controls the assignment of field units and directs them to the scene of emergency situations;
Creates and maintains automated and/or manual records of public safety communications activities;
Uses various computer systems for data entry and information retrieval;
Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
May assist in the provision of on-the-job training for Public Safety 9-1-1 Communicators and Public Safety Tele-Communicators;
May submit progress reports and evaluations on trainees;
May perform duties of shift supervisor in supervisor's absence;
May be required to conduct searches on in-custody arrestees or inmates;
May be required to perform transcription as needed.

KNOWLEDGE & SKILLS:

Knowledge of:

- public service activities and the organization, policies, and methods of county government;
- the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters;
- the proper use and care of radio and telephone equipment;
- basic mathematics and the English language, spelling and word usage;
- law enforcement terminology and procedures;
- geography of Pima County and locations of towns, cities and communities, major and minor roadways/highways and like information.

Skill in:

- observing situations analytically and objectively and recording them clearly and completely;
- reacting quickly and calmly in emergencies;
- communicating clearly and concisely and relaying details accurately;
- handling situations firmly, courteously, tactfully and impartially;
- recalling numerous details and essential information;
- determining priorities;

- the operation of radio, telephone, keyboard, computer terminal, or related communications equipment;
- creating and maintaining manual and automated logs and other records of public safety communications activities;
- reading and interpreting maps to determine locations, jurisdiction boundaries, etc.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Eighteen (18) months of experience as a dispatcher receiving and dispatching law enforcement emergency and non-emergency calls.

OR:

(2) Successful completion of the Public Safety Tele-Communicator OR Sheriff's 9-1-1 Dispatcher Trainee Program.

OR:

(3) One year of experience with Pima County as a Public Safety 9-1-1 Communicator OR Sheriff's 9-1-1 Call Taker.

OTHER REQUIREMENTS:

Licenses and Certifications: All positions require attaining and maintaining access certifications by the Sheriff's Department, State and Federal agencies for criminal history databases and associated communications systems. Failure to obtain/maintain such certifications may be grounds for termination.

Special Notice Items: All positions, including those filled as Trainee appointments, require the ability to type at a rate of at least 35 words-per-minute (wpm) at the time of appointment. [A typing certificate from an accredited agency, less than one (1) year old, will be accepted as proof of proficiency; additional testing may be required by the department at the time of applicant screening to validate the required ability.] All positions require satisfactory completion of a personal background investigation by law enforcement agencies, due to need for access to law enforcement facilities, records and communications systems. Pre-/post-appointment polygraph and drug testing is required of all positions. Some positions may require bilingual abilities in English and a second language, as determined by the Sheriff's Department.

Physical/Sensory Requirements: All positions require the ability to sit and/or stand for protracted periods of time, to communicate orally by telephone and other communications systems, and extensive use of computer terminals to enter, extract and retrieve data.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.