

TITLE: Dispatcher JOB CODE: 1341

PREPARED: 6/30/03 FLSA: Non-Exempt

UPDATED: REVISION #:

Summary: Under general supervision, performs various staff support work in support of County emergency services, including receiving calls from the public requesting law enforcement, ambulance or other emergency services and dispatching the appropriate personnel to respond to the call.

Distinguishing Characteristics: None.

Essential Job Functions: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledges, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

- Monitors telephones and radio in the Communications Center, utilizing switchboard and computeraided dispatch systems; answers 911 calls and other incoming calls; determines nature of call and gathers key information before transmitting or relaying the call.
- Answers and responds to non-emergency calls regarding complaints or information requests; refers callers to the appropriate staff for handling.
- Dispatches law enforcement and/or other emergency response vehicles; transmits the nature, location and time of incident; contacts all required personnel and insures the presence of reserve units by contacting call-back personnel; relays information as required; performs emergency medical dispatch by communicating information to callers on treatment procedures prior to the arrival of emergency personnel.
- Maintains logs on radio and phone communications, location of personnel and equipment; maintains
 contact with responding emergency personnel and provides information as needed; tracks
 information pertaining to route access and transmits information to emergency personnel.
- Enters, edits and retrieves data and prepares various automated reports, spreadsheets and other documents; enters, clears or confirms arrest warrants.
- Serves as jail matron by performing body searches; overseeing urinalysis testing of female prisoners;
 and transporting female prisoners to detention or mental health facilities.
- Provides field training for less experienced personnel regarding dispatch operations.
- Performs related work as assigned.

MINIMUM QUALIFICATIONS

Required Knowledge and Skills:

- Knowledge of County geography.
- Knowledge of dispatch policies and procedures.
- Knowledge of office practices, procedures and equipment.
- Knowledge of grammar, punctuation, spelling and syntax.

JOB DESCRIPTION

Dispatcher

- Knowledge of County policies, procedures, rules and regulations.
- Skill in operating a personal computer and various software applications.
- Skill in performing mathematical computations.
- Skill in working under pressure with multiple situations and strict timelines.
- Skill in written and oral communications.
- Skill in establishing and maintaining effective working relationships with emergency response personnel and the general public.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.

Education, Experience, Certifications and Licenses:

- High School diploma or equivalent GED certificate.
- One year of general office experience.
- · CPR certification.
- First Aid certification.
- CJIS certification.
- NCIC certification.
- Possession of a valid State of Nevada Driver's license.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment.
- Subject to standing, walking, sitting, bending, reaching, kneeling and lifting objects up to 50 pounds.

Equipment and Tools Utilized:

• Special Equipment includes computerized and conventional office equipment, teletypewriter, microfilm equipment, video equipment, camera and a motorized vehicle.