

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: CALL TAKER
DISPATCHER I / II

CLASS CODE: CALL TAKER - 6185
DISPATCHER I - 6188
DISPATCHER II - 6187

EFFECTIVE DATE: Amended 03/30/2007 (Revised 11/22/2005 version)

MARKET POINT: Based on applicable market study

DEPARTMENT: Sheriff, Dispatch

JOB SUMMARY

These career ladder positions provide emergency assistance to the public and to officers on duty. Incumbents communicate with Public Safety personnel including law enforcement officers, EMS personnel, fire personnel, and public works personnel for multiple agencies.

CLASS CHARACTERISTICS

Call Taker - This is the training classification focusing on learning and becoming proficient with the duties associated with taking emergency and non-emergency 911 calls.

Dispatcher I - This is the entry dispatcher classification focusing on learning and becoming proficient with 911 radio dispatching. Incumbents in this classification are proficient with call taking and have obtained required certifications.

Dispatcher II - This is the full performance dispatcher classification responsible for 911 call taking and emergency service dispatch activities. This classification requires certification beyond that of a Dispatcher I (Dispatcher POST certification).

ESSENTIAL FUNCTIONS

Call Taker

Receives 911 emergency and non-emergency calls from the Utah County area.

Requests information available from state and federal UCJIS system relating to wanted persons, driver's licence checks, motor vehicle checks, warrants, and protective orders. Relays information to appropriate agencies and/or personnel.

Receives and updates Amber Alert notifications.

Records and relays information for police, fire, and medical services to the radio dispatchers.

Tracks, using CAD (Computer-Aided Dispatch) system, all on-duty personnel (law enforcement, fire, EMS) for Sheriff's Office and all user agencies.

Takes messages and makes calls for public safety personnel on duty as requested.

Makes a variety of calls relating to vehicle dispositions, wreckers, and notifications to parents of juveniles and relatives of accident victims.

Uses phone and computer simultaneously and monitors multiple computer screens.

Monitors equipment operation and reports needed repairs.

Enters NCIC data and maintains entry files for all user agencies.

Receives and records calls for service from the public and other agencies.

Screens and forwards phone calls to other County divisions and agencies as appropriate.

Informs appropriate agencies of law enforcement, fire, and/or EMS related calls.

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Accesses confidential files.

Operates mobile command center in the field during major events as assigned.

Dispatcher I - In addition to Essential Functions described above:

Dispatches emergency requests to law enforcement officers, EMS personnel, fire personnel, and public works personnel for multiple agencies.

Maintains and updates geographical location records for the Computer-Aided Dispatch system.

Relays geographical information to responding units including air ambulances, search and rescue, forest service personnel, fire units, and EMS units.

Broadcasts Amber Alert notifications.

Uses phone, radio and computer simultaneously.

Dispatcher II - In addition to Essential Functions described above:

Assists in training and may act in a lead capacity in absence of supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES

Call Taker: Ability to multi-task; Ability to respond in a quick and effective manner to render assistance in an emergency; Ability to verbally communicate with callers in a clear and concise manner; Ability to maintain composure, reassure caller, and collect precise information in crisis situations; Ability to maintain confidentiality; Skill in solving problems and rapidly prioritizing emergency and non-emergency calls; Knowledge of the relative position of geography, cities, roads, and other landmarks in Utah County; Skill in organizing and maintaining files; Ability to operate a personal computer, pagers, and telephone simultaneously; and Ability to establish and maintain effective working relationships with those contacted in the course of work activities. **Dispatcher I:** In addition to Knowledge, Skills, and Abilities listed above, Knowledge of UCJIS, NCIC, BCI, and other dispatch operation regulations; Knowledge of medical priority and emergency fire protocol card systems; and Ability to operate a personal computer, pagers, radio and telephone simultaneously. **Dispatcher II:** In addition to Knowledge, Skills, and Abilities listed above, advanced knowledge of all dispatch functions, policies, and procedures; Ability to train others; Knowledge of supervisory techniques; and Ability to lead in absence of supervisor.

PHYSICAL DEMANDS

Sit at a desk or console for extended periods of time; Occasionally walk, stand, or stoop; Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 25 pounds; Use tools or equipment requiring a high degree of dexterity; Work for sustained periods of time maintaining concentrated attention to detail; Need to distinguish between shades of color; and Distinctively and effectively communicate via telephone and/or radios.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office, computer room, or other environmentally controlled room; and work is performed in a very noisy place. Work may occasionally be performed in the field. Work exposes incumbent to highly stressful situations including life or death decisions involving the safety of officers, fire and EMS personnel, and the general public. Incumbent must often give negative information, and is required to work rotating shifts.

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EDUCATION AND EXPERIENCE

Call Taker: Equivalent to a high school diploma plus six (6) months customer service experience. Must pass a typing test at or above the rate of 40 WPM net. Selected applicants are subject to, and must pass, a full background check.

Dispatcher I: Equivalent to a high school diploma plus twelve (12) months experience as a Call Taker with Utah County Sheriff's Office or similar law enforcement agency. Must pass a typing test at or above the rate of 40 WPM net. Selected applicants are subject to, and must pass, a full background check.

Dispatcher II: Equivalent to a high school diploma plus twelve (12) months experience as a Call Taker with Utah County Sheriff's Office or similar law enforcement agency AND twelve (12) months experience as a Dispatcher I with Utah County Sheriff's Office or similar law enforcement agency. Must pass typing test at or above the rate of 40 WPM net. Selected applicants are subject to, and must pass, a full background check.

LICENSING AND CERTIFICATION

Call Taker: Incumbent must successfully complete Computer Aided Dispatching (CAD) call-taking training and complaint training and *obtain*, and thereafter maintain, CPR and Bureau of Criminal Identification (BCI) certifications during the probationary period for new hires or during the trial period for promoted County employees. Incumbent must *obtain*, and thereafter maintain, Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) certifications within the first 12 months of employment in this position. County employees being reassigned or transferred to this classification must obtain, and thereafter maintain, required certifications within the time frames outlined for new hires.

Dispatcher I: Incumbent must *possess* and maintain Emergency Medical Dispatch (EMD), CPR, and BCI certifications. Incumbent must successfully complete CAD radio communications and emergency paging training and *obtain*, and thereafter maintain, Emergency Fire Dispatch (EFD) certification during the probationary period for new hires or during the trial period for promoted County employees. County employees being reassigned or transferred to this classification must possess certifications upon reassignment or transfer.

Dispatcher II: Incumbent must *possess* and maintain current POST (The Utah State Peace Officer Standards and Training) certification as a Dispatcher, and Emergency Medical Dispatch (EMD), CPR, and BCI certifications. Incumbent must *obtain*, and thereafter maintain, Emergency Fire Dispatch (EFD) certification during the probationary period for new hires or during the trial period for promoted County employees. County employees being reassigned or transferred to this classification must possess certifications upon reassignment or transfer.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.