

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: ADMINISTRATIVE PUBLIC SAFETY DISPATCHER
CLASS CODE: 6471

FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: NONE

EFFECTIVE DATE: 6/16/2009
DEPARTMENT: SHERIFF

JOB SUMMARY

Under general supervision of the Administrative Public Safety Dispatch Supervisor, performs specialized support duties of call taking and dispatching during emergencies and drills requiring operation of the Emergency Operation Center and performs routine to complex clerical and administrative support duties in non-emergency, day-to-day work.

ESSENTIAL DUTIES

Performs call taking and dispatching duties during operation of the Emergency Operation Center (EOC); logs, tracks, and routes National Incident Management System (NIMS) messages into the appropriate data base; dispatches and/or tracks search and rescue and other personnel assigned to the emergency when applicable.

Assists in training and testing department operators that access the Utah Criminal Justice Information System files (UCJIS) and other data bases in accordance with BCI requirements and in ensuring records are disseminated in accordance with Right of Access Regulations.

Performs the monthly validation process for all records entered on the National Crime Information Center (NCIC) data base before automatic purge date.

Updates department manuals in conjunction with the supervisor including BCI operations manual, terminal operators guide, NCIC code manual, NCIC operations manual, and the dispatch training manual.

Assists in gathering, compiling, and disseminating statistics related to calls for service and crimes committed; prepares charts, graphs, maps, and written reports of specific crimes by area, section, type, time of day, and other meaningful variables used to enhance directed patrol and investigative activity and aid in the intervention and solution of criminal activity and the effective deployment of police assets.

Establishes and maintains systematic, cross-referenced records, database files, and related systems for the storage and retrieval of data. Networks with other agency intelligence units and facilitates the exchange of information.

Sorts, codes, and files records of arrest and incident.

Prepares required reports and records to provide accurate statistical information for filing National Incident Based Reporting (NIBR) crime reports with state and federal agencies.

Performs name merge activities required by the Spillman software system to maintain an accurate database featuring the most updated demographic information related to the name entries in the system.

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KNOWLEDGE, SKILLS, AND ABILITIES

Working Knowledge of: standard office practices; proper grammar, spelling, and punctuation.

Considerable Knowledge of: Sheriff's Office Policies and Procedures; emergency dispatch procedures; regulations regarding various law enforcement systems and data bases such as Spillman Computer-Aided Dispatch, Utah Criminal Justice Information System (UCJIS), National Crime Information Center (NCIC), National Crime Information Center (NCIC), and Bureau of Criminal Investigations (BCI).

Skill in: reading, writing, and basic math; operating standard office equipment; using radios and computer-aided dispatch equipment; word processing and data entry; gathering and condensing voluminous information into presentable spreadsheets, charts, graphs, maps, and reports.

Ability to: maintain cooperative working relationships with those contacted during the course of work activities; rapidly prioritize emergency and non-emergency situations and remain professional in emotionally charged situations; communicate verbally and in writing.

WORKING CONDITIONS AND PHYSICAL AND MENTAL DEMANDS

Work is generally performed in an office or other environmentally controlled room and the incumbent typically sits at a desk or table. Work requires the incumbent to regularly walk, stand, or stoop, and to occasionally lift or otherwise move objects weighing up to 25 pounds. Work requires the incumbent to occasionally drive a motor vehicle and to work for sustained periods of time maintaining concentrated attention to detail.

Work is occasionally performed in the Emergency Operations Center (EOC) which may expose the incumbent to increased noise and to highly stressful situations affecting the safety and lives of others. Work in the EOC during an emergency may require working for extended hours with little notice.

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

EDUCATION AND EXPERIENCE

High school diploma or equivalent and a minimum of three (3) years of dispatcher work experience with the Utah County Sheriff's Office or a similar law enforcement agency at a level that demonstrates considerable knowledge of procedures, regulations, and laws associated with emergency dispatching and applicable data bases.

Selected applicants 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.

LICENSING AND CERTIFICATION

Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment. Applicant must possess, and if selected maintain, current POST (Utah Peace Officer Standards and Training) certification as a Dispatcher, Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), CPR, and BCI certifications.

County employees being reassigned or transferred to this classification must possess all 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.