

OFFICE OF THE SHERIFF
Pend Oreille County, Washington

POSITION DESCRIPTION

CLASS TITLE: Dispatcher / 911 Operator
SERIES: Communications
DATE: January 1, 2012
SUPERVISOR: 911 Coordinator

DUTIES: Dispatchers are responsible for the transmission of radio and telephone messages and requests for law enforcement, emergency medical and fire services. Shall dispatch public safety units and monitor their activity, providing support as required. Handles highly stressful emergency requests; calms, negotiates and controls callers to gather essential information to communicate to responders. Coordinates inter-office telephone traffic and other correspondence. Acts as a direct representative of the Sheriff when dispatching Sheriff's Office law enforcement personnel.

Coordinates with the jail for prisoner transports. Provides security by video camera and visual surveillance in the jail, lobby and exterior door areas. Monitors and operates secure jail doors, gates and access to civil area. Monitors alarms for jail, court and Sheriff's Office. Security checks visitors and coordinates inmate visitation.

Generates cases and maintains appropriate records in the Spillman System; maintains general law enforcement records as required by the Sheriff. Enters and maintains records required by the ACCESS/NCIC systems including warrants, restraining and protection orders. Required to deal with sensitive information in a discreet and professional manner.

Comply with all applicable laws and ordinances of the County, State and the United States, and the Sheriff's Office Rules, Regulations and Procedures.

Performs general office work and other such duties as may be required.

ESSENTIAL JOB FUNCTIONS: These essential functions are based upon universal management rights and expectation of all employees to:

1. Maintain regular and predictable attendance.
2. Give a full day's work for a full day's pay.
3. Comply in letter and spirit with the Mission, Oath of Office, Ethical Values, directives, policies, procedures, customs and practices.
4. Be mentally and physically fit and prepared for work.
5. Learn the job; stay updated and current on case law, threats, trends, and changes in the law enforcement profession.
6. Adjust to change in a positive manner.
7. Respond in a professional and positive manner to management's directives.
8. Use work time to be productive in an efficient, effective and safe manner.
9. Maintain the trust, faith and confidence of the Sheriff and be loyal to the lawful

interests and needs of the organization.

10. Maintain a harmonious work relationship with other personnel, agencies, and community partners.

MINIMUM QUALIFICATIONS: The position of Dispatcher/911 Operator is a non-sworn, classified civil service position as defined under RCW 41.14.070. This is an entry level position with the Pend Oreille County Sheriff's Department.

Applicants for this position must meet all of the "General minimum Qualifications" listed in the Pend Oreille County Civil Service Classification Plan. Vision must be corrected to 20/20 with no color blindness. Must be able to type at least 40 words per minute with 90% accuracy. Basic experience in computer terminal operation is preferred.

Lateral Entry Dispatcher/911 Operator applicants must meet all the qualifications required of entry level applicants listed above and have been employed at least two (2) of the last five (5) years as a Public Safety Dispatcher with a Public Law, Fire or Emergency Medical government dispatch agency.

WORKING CONDITIONS: Work is performed in an office setting with periods of standing, sitting and kneeling. Hand-eye coordination and fine motor skills are necessary to operate computers and various office machines. This position also requires good listening skills and occasional lifting of up to 30 pounds. Regular and punctual attendance is required. Duties must be performed during scheduled hours and within the department offices (no telecommuting). Required to work extended hours including evenings, weekends and holidays. Required to travel to attend meetings and/or training. May have to work in remote locations in the event of an emergency.