

## **ROUTT COUNTY**

### **CLASSIFICATION: PUBLIC SAFETY DISPATCHER II**

Created: August 2021

Family: Public Safety

Department: Communications

Approved: County Manager

Pay Scale: Dispatcher II

FLSA Status: Non-Exempt

Date: August 2021

#### **SUMMARY:**

Under general supervision, performs communications and dispatching duties by receiving and responding to 9-1-1 emergency as well as non-emergency calls for service and dispatching appropriate service providers; dispatches law enforcement, fire, ambulance, or other types of service providers; provides pre-arrival caller instructions to help address the emergency; operates and monitors radio channels; accesses and enters information in law enforcement databases; and performs other related duties as assigned.

#### **CLASS CHARACTERISTICS:**

This is the experienced level class within the Public Safety Dispatcher series. An incumbent in this class performs the full range of skilled public safety communications and dispatching functions. Incumbents work alone on routine or regular work assignments and check with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

This class is distinguished from Public Safety Dispatcher I because incumbents in the latter class function in a trainee capacity, performing the more routine duties while learning to perform the more skilled public safety communications dispatching work. It is distinguished from Public Safety Dispatcher III because incumbents in the latter lead the work of subordinate Dispatchers on an assigned shift.

#### **SUPERVISION EXERCISED:**

An incumbent in this class does not directly or indirectly supervise or lead the work of other employees but may assist in training less experienced staff.

#### **JOB DUTIES:**

*The duties listed below represent the various types of work that may be performed. The omission of specific duties does not prevent the assignment of work that is appropriately related to this class.*

- Receives, evaluates, and responds to 9-1-1 emergency as well as non-emergency calls requesting services; quickly and accurately gathers important information from the caller, determines call priority, and decides whether to dispatch services or provide the information to another party.
- Confirms caller location using a computerized mapping system and other map resources; dispatches law enforcement, fire, ambulance, or other types of service providers using county and state radio networks; disseminates information to appropriate responders via phones and/or pagers depending on the nature of the call received.
- Provides pre-arrival caller instructions to help address the emergency, including medical instructions while waiting for responders to arrive; attempts to calm frightened, angry, hysterical, suicidal, intoxicated, or other types of callers using appropriate techniques.
- Operates and monitors radio channels for the user agencies and tracks their status and interprets user agency schedules; redirects phones and radios for emergency relocation; monitors computer system information; reads and edits incoming and outgoing computerized messages.
- Accesses and enters information in law enforcement databases; obtain information of interest to the county such as warrants, stolen vehicles, weapons, missing persons, sex offender status, and criminal histories; tracks and provides information to officers to assist with field situations.
- Assists in maintaining the security and integrity of the Emergency Call Center and its equipment by monitoring the camera system and reporting irregularities in the network to a supervisor.

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- May testify in court as required.
- Performs other related duties as assigned.

#### **QUALIFICATIONS:**

##### **Education and Experience**

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

##### **Education:**

Possession of a high school diploma or equivalent.

##### **Licenses and Certificates:**

- Must possess current CPR certification.
- Must possess current APCO Emergency Medical Dispatch certification and maintain certification during employment.
- Must possess ACPO Public Safety Telecommunicator certification and maintain such certification during employment.
- Depending on assignment, a valid license to drive a vehicle in Colorado and a safe driving record may be required at the time of appointment and throughout employment.

##### **Knowledge of:**

- Standard terminology and procedures used in police, sheriffs, fire, and other emergency radio and telephone communications.
- Practices and protocols related to public safety communications.
- Rules, regulations, codes, and laws related to public safety dispatching work.
- Access and interpretation of information available through state and national criminal databases.
- Public relations techniques.
- Map reading, including grids, coordinates, and mileage.
- The topography and communities of Routt County.
- Emergency response equipment.
- Methods of ensuring accurate data entry.
- Correct spelling, grammar, and punctuation.
- Basic recordkeeping principles and practices, including standard alphabetical, numerical, and chronological filing methods.

##### **Ability to:**

- Maintain composure and control while obtaining information from individuals in an emergency or other high-stress situation, including those who are distraught, angry, frightened, abusive, incoherent, hysterical, or difficult to understand.
- Assess and prioritize emergency situations.
- Remain calm and make rapid and sound independent judgments in stressful emergency situations.
- Follow oral and written instructions accurately.
- Memorize codes, names, locations, and other detailed information.

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- Operate communication and dispatch equipment, including multi-line telephones, radios, paging systems, and computerized dispatching systems.
- Correctly answer, transfer, conference, call forward, and take messages from multiple phone lines.
- Observe numerous computer display screens for long periods of time.
- Type information into a CAD/RMS system while gathering information via the telephone.
- Learn and apply basic laws, codes, and requirements pertaining to areas of assignment.
- Condense large amounts of information into legible, sensible, and written remarks.
- Type accurately and at a speed that is sufficient to efficiently perform assignments.
- Operate standard office equipment such as personal computers, copiers, scanners, fax machines, calculators, and multi-line phone systems.
- Utilize standard business software, including word processing, spreadsheet, database, Internet, and email programs.
- Communicate clearly and effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted during work, including customers, co-workers, other county employees, and the general public.

#### **Physical and Mental Standards**

*The physical and mental standards described here are representative of those that must typically be met by employees to perform the essential functions of this class successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Frequently sit at a desk for an extended period of time.
- Frequently use finger dexterity and operate a keyboard.
- Regularly walk and stand.
- Frequently lift 10 pounds and occasionally lift 25 pounds.
- Frequently use vision to read documents, view computer screens, and to see close and distant objects.

#### **TYPICAL WORKING CONDITIONS:**

- The employee typically works in a standard office environment where the noise level is moderate.
- Job duties may occasionally require working extended hours or hours outside of the regular schedule.