

SHERIFF'S DISPATCHER I

Definition:

Under supervision, operates and controls operation of telephone and 9-1-1 equipment, transmitters and receivers in the Sheriff's Department through the use of a computer-aided dispatch system; accesses and relays information via telephone and radio messages and transfers or dispatches required Sheriff's equipment and/or personnel.

Distinguishing Characteristics

This is the second level in the Sheriff's Dispatch Assistant/Sheriff's Dispatcher I/II flexible series. Incumbents work in a learning capacity performing duties of increased responsibilities as experience is gained. Incumbents are required to successfully complete a California POST (Peace Officer Standards and Training) Public Safety Dispatchers program during the one (1) year required probationary period specified in the Kern County Civil Service Ordinance. Candidates who successfully completed the required one year probationary period as a Sheriff's Dispatch Assistant are subject to a probationary period of six (6) months in this classification. Promotion to Sheriff's Dispatcher II is considered on a merit basis subject to recommendation of the employee's department head and approval of the Human Resources Department.

Incumbents in this classification will be required to work shifts, including nights, weekends and holidays.

Essential Functions:

- Processes incoming calls from the public and other agencies for emergency law enforcement, fire and emergency medical services assistance.
- Answers calls for emergency and other assistance and dispatches calls to appropriate agency; answers calls from non-county agencies and dispatches assistance; coordinates multi-agency responses.
- Evaluates calls for service, provides information regarding laws, regulations, department policy and enters calls into a computer aided dispatch system.
- Operates and controls transmitters and receivers through a computer aided console system.
- Communicates by intercom, telephone, computer terminal and radio with base radio stations and emergency vehicles of other law enforcement agencies and emergency departments.
- Dispatches, directs, coordinates and exchanges messages with Sheriff's mobile units with the aid of computer-aided dispatch and console systems; continually monitors the status of mobile units.

- Sends and receives telephone messages, request and/or complaints and provides or refers the required information to the appropriate personnel or agency.
- Makes inquiries into and receives messages from County, State and Federal computer data banks through the operation of computer terminals.
- Performs other job-related duties as assigned.

Employment Standards:

High School Diploma, G.E.D., or equivalent. Computer keyboard experience is desirable.

Ability to typewrite from clear copy at a rate of not less than 45 net words per minute.

Note: Candidates employed in the classification of Sheriff Dispatch Assistant must have completed the required one year probationary period in this classification before promoting to Sheriff's Dispatcher I.

Appointees will be fingerprinted and will be required to pass an extensive background investigation.

Medical Examination: A medical examination shall be conducted to verify the absence of any medical condition which would preclude the safe and efficient performance of dispatcher duties.

Knowledge of: the basic principles and techniques of communication equipment and operations; good public relations practices; proper telephone and radio technique and etiquette; computer and associated software, and basic geography of Kern County.

Ability to: communicate effectively using good diction, enunciation and voice modulation; obtain information, determine priorities and exercise good judgement in stressful situations; input data and utilize a computer aided dispatch system; spell correctly; comprehend written and oral instructions; keep records; work effectively with persons of varying socio-economic backgrounds in emergency and non-emergency situations.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.