

SHERIFF'S DISPATCH ASSISTANT

Definition:

Under direct supervision, operates telephone and 9-1-1 equipment; receives, evaluates and processes telephone calls for public safety information and services; operates a computer-aided dispatch system to enter calls and transmit emergency requests.

Distinguishing Characteristics

This is the entry-level classification in the Sheriff's Dispatch Assistant, Dispatcher I/II flexible series. Incumbents work in a learning capacity and are responsible for receiving and performing follow-up procedures related to telephone calls requesting public safety information and services. The Sheriff's Dispatch Assistant is responsible for processing in-coming telephone calls received by the Sheriff's Communication Center (Control 1) and transmitting calls for service to a Sheriff's Dispatcher. Incumbents serve a 12-month probationary period during which they are required to complete a POST (Commission on Peace Officer Standards and Training) Public Safety Dispatchers Basic Course. Promotion to Sheriff's Dispatcher I is considered on a merit basis subject to recommendation of the employee's department head and approval of the Department of Human Resources.

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

Essential Functions:

- Operates telephone and 9-1-1 communication equipment, voice radio and a computer-aided dispatch system to process and document telephone calls from the general public and public agencies requesting public safety information and services.
- Evaluates calls for level of service response; transmits emergency calls for service to a Sheriff's Dispatcher for dispatch.
- Dispatches, directs, coordinates communication between appropriate agencies, local government field units and individuals engaged in non-emergency situations; monitors non-emergency radio traffic.
- Provides information to the general public and agencies regarding laws, regulations and Department policy.
- Assists in making 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.

Ability to typewrite from a clear copy at a rate of not less than 35 net words per minute.

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: basic principles and techniques of communication equipment and operations; good public relations practices; proper telephone and radio technique and etiquette; basic geography of Kern County; microcomputer and associate software.

Ability to: communicate effectively over the telephone and radio; obtain information, determine priorities and exercise good judgment in stressful situations; input data and utilize a computer aided dispatch system; spell correctly and write legibly; comprehend written and oral instructions; keep records, and work effectively with persons of varying socio-economic backgrounds in emergency and non-emergency situations.

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.