

HUERFANO COUNTY

JOB DESCRIPTION

TITLE: Dispatcher/Communications Officer

FLSA: Non exempt

DEPARTMENT: Emergency Services

REPORTS TO: Communications Supervisor

Job Summary:

Under the supervision of the Communications Supervisor, receives calls to the 24-Hour Communications Center, analyzes the calls, and determines the appropriate need for response. Notifies law enforcement, fire and ambulance personnel of requests for service and follows through on all responses.

Provide a "life-line" to law enforcement officers and other emergency responders. The information that is provided by them to field personnel is necessary for appropriate enforcement actions and is often vital to the responder's safety.

Essential Job Functions:

Gathers important information from callers quickly and accurately, disseminates information to the proper agencies or personnel. Provide information and assistance to the community.

Operate highly complex computers and communication equipment and monitors radio frequencies, to include the console and backup base and emergency mobile backup base. Pages on console and backup bases. Uses and monitors portable radios and communication headset(s)

Keep own demeanor calm in very stressful situations and make decisions that are critical to the outcome of emergency situations. They must deal with citizens from various socio-ethnic backgrounds, often in very stressful situations. Calms hysterical, suicidal or intoxicated callers as needed, using appropriate techniques learned in training.

Must be able to pass Emergency Medical Dispatch (EMD) training within one year of employment, or other deadline as established by the Communication Director. Provide emergency medical procedures learned through EMD training over the phone under extremely stressful circumstances.

Uses security cameras and doors for the communications center, redirects phones and radios for emergency relocation.

Interprets user agency schedules.

Enters and extracts data from computer-aided mapping and dispatch programs, as well as, various law enforcement and dispatch record keeping program.

Ability to drive a normal passenger vehicle.

Testifies in court and makes certified voice recordings for court cases.

Tracks and files warrants, articles, stolen vehicles, weapons, missing persons that have been entered into the computer CCIC/NCIC.

Reads and edits incoming and outgoing computerized messages. Briefs on-coming shifts of current situations and on-duty personnel. Must work well independently and are under continuous public scrutiny.

Assists in cleaning and maintaining the Communications Center as needed.

Desired Qualifications:

Knowledge of law enforcement, and operations. Must be 18 years of age or older at the time of employment. Applicants must be willing to be fingerprinted and must pass a thorough background examination and any other examination as the Communications Director deems necessary.

Must be able to communicate fluently in English and have a clear speaking voice, and communicate with governmental agencies, the public, supervisors, and dispatchers on shift, face to face and over the phone, computer, fax, and radio often under very stressful circumstances. Must be able to maintain departmental proficiency standards.

Communications Officers must be able to empathize with others and provide a calm and professional response even when under extreme duress. Communications Officers must have normal or correctable hearing.

Must be able to prioritize job duties, often in an environment where multiple emergency situations occur simultaneously.

Adequate typing ability is required.

Communication Officers must be able to perform duties in a smoke-free environment.

Valid Driver's License. If issued by a state other than Colorado, a Colorado license must be obtained within 14 days of employment.

Training and/or Education Experience:

High School Diploma or GED. Any acceptable combination of education, training and experience that provides the above knowledge, abilities and skills that the County deems appropriate

Previous police communications experience in operating telephones, radio consoles and computer terminals to receive, record, and transmit police communications is desired.

Physical Demands:

Work is performed indoors. Physical effort required to tolerate high levels of stress and to remain observant in front of computer screens for long periods of time. Ability to bend, reach, hold, grasp and turn objects; and use fingers to operate computer or typewriter keyboards. The work requires the ability to speak normally and to use normal or aided vision and hearing.

Unusual Demands

Ability to work holidays and weekends, rotating days off and shifts up to 12 hours, and overtime as required. Schedules may change on short notice. Overnight/out-of-state travel and use of commercial airplane or extended driving may be required for training.

Work is subject to frequent interruptions and inflexible deadlines.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.