



Administrative Public Safety Dispatcher

Job Description

Department: Sheriff
Position: Career Service
Starting Step: 30, Table 14
Supervisory: No
Reports to: Administrative Public Safety Dispatch Supervisor

Summary

The Administrative Public Safety Dispatcher performs specialized call taking and dispatching duties during emergencies and drills which require operation of the Emergency Operation Center. This role functions as the assistant Terminal Agency Coordinator for the Utah Criminal Justice Information System and is also responsible for compiling, analyzing, validating and reporting a variety of statistical data to state and federal agencies.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform call taking and dispatching duties during operation of the Emergency Operation Center (EOC). Log, track, and route National Incident Management System (NIMS) messages in the appropriate data base. Dispatch and track search and rescue and other personnel assigned to the emergency when applicable.
2. Serve as assistant Terminal Agency Coordinator (TAC). Assist in training and testing department operators who access the Utah Criminal Justice Information System files (UCJIS) and other data bases to ensure compliance with Bureau of Criminal Investigation requirements. Ensure records are disseminated in accordance with Right of Access Regulations.
3. Perform the monthly validation process for all records entered on the National Crime Information Center (NCIC) data base before automatic purge date.
4. Coordinate with supervisor to update department manuals to include BCI operations, terminal operators, NCIC code, NCIC operations, and dispatch training.
5. Gathering, compile, and disseminate statistics related to calls for service and crimes committed. Prepare charts, graphs, maps, and written reports of specific crimes by area, section, type, time of day, and other meaningful variables used to enhance directed patrol and investigative activity and aid in the intervention and solution of criminal activity and the effective deployment of police assets.
6. Establish and maintain systematic, cross-referenced records, database files, and related systems for the storage and retrieval of data. Network with other agency intelligence units and facilitate the exchange of information.

For Office Use Only

Class Code: 6471
Class Title: Administrative Public Safety Dispatcher
FLSA: Non-Exempt
Effective Date: 7/20/2017
Public Safety: No

Worker's Compensation: County
Background Level: Civilian
Safety Sensitive: Yes
DOT: No

7. Sort, code, and file records of arrest and incident.
8. Prepare required reports and records to provide accurate statistical information for filing National Incident Based Reporting (NIBR) crime reports with state and federal agencies.
9. Maintain knowledge required by the Spillman software system to maintain an accurate database featuring the most up-to-date demographic information.

Knowledge, Skills, and Abilities

Knowledge of standard office practices

Knowledge of proper grammar, spelling, and punctuation

Knowledge of Sheriff's Office Policies and Procedures

Knowledge of emergency dispatch procedures

Knowledge of regulations regarding various law enforcement systems and data bases such as Spillman Computer-Aided Dispatch, Utah Criminal Justice Information System (UCJIS), National Crime Information Center (NCIC), and Bureau of Criminal Investigations (BCI)

Skilled in reading, writing, and basic math

Skilled in operating standard office equipment

Skilled in using radios and computer-aided dispatch equipment

Skilled in word processing and data entry

Skilled in gathering and condensing voluminous information into presentable spreadsheets, charts, graphs, maps, and reports

Ability to maintain cooperative working relationships with those contacted during work activities

Ability to rapidly prioritize emergency and non-emergency situations and remain professional in emotionally charged situations

Ability to communicate verbally and in writing

Supervisory Responsibility

This position has no direct supervisory responsibility, but does provide training and serve as a coach and mentor for other positions in the department.

Work Environment

This job typically operates in a professional office environment routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work is also performed in the Emergency Operations Center (EOC) which may expose the incumbent to increased noise and to highly stressful situations affecting the safety and lives of others. This role occasionally drives a motor vehicle.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 25 pounds.

Position Type/ Expected Hours of Work

Incumbent must work 40 hours each week to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand. Work in the EOC during an emergency may require working for extended hours with little notice.

Required Education and Experience

1. High school diploma or equivalent
2. Minimum of three (3) years of dispatcher work experience with the Utah County Sheriff's Office or a similar law enforcement agency at a level demonstrating considerable knowledge of procedures, regulations, and laws associated with emergency dispatching and applicable data bases

Additional Eligibility Qualifications

1. Applicants must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment
2. Applicants must possess current certification as follows:
 - a. Dispatcher through POST (Utah Peace Officer Standards and Training)
 - b. Emergency Medical Dispatch (EMD)
 - c. Emergency Fire Dispatch (EFD)
 - d. CPR
 - e. BCI
3. Selected applicants must pass a typing test at or above the rate of 40 WPM net
4. Selected applicants are subject to, and must pass, a full background check

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

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Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee_____ Date_____

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