Josephine County, Oregon

Human Resources Office
Josephine County Courthouse
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POSITION DESCRIPTION

Job Title:	Dispatcher
Department:	Sheriff's Office
FLSA Status:	Non Exempt
Job Code:	2948, 2949, 2950
WC Code:	8810
Effective Date:	May 9, 2009
Last Revised:	January 1, 2019
Pay Grade:	S05, S06, S07
Union:	Sheriff's Association

SUMMARY

This position serves as Law Enforcement Dispatcher for the Josephine County Sheriff's Office. Operates communications equipment to receive and process incoming emergency and non-emergency calls for assistance. Questions callers to determine the nature and urgency of requests for service. Following established guidelines, the telecommunicator will prioritize, initiate, coordinate and monitor police or other agency personnel response. Provides pre-arrival instructions to callers and relays current, pertinent information to units in the field. It requires a considerable degree of initiative and independent judgment within procedural boundaries and the ability to exhibit exemplary customer service skills in all situations. Enters and retrieves data from computer programs, maintains records, data bases and prepares reports.

Dispatchers must have the ability to work effectively in both a team environment as well as independently and be flexible to accommodate for changes in call volume, multi-tasking, field activity and changing work activities. This position requires rotating shift assignments and is subject to mandatory overtime in accordance with maintaining a fully operational 24 hour facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

A. Operates a computer-aided dispatch system, receives emergency calls from the public requesting law enforcement assistance. Determines the nature and location of the emergency; determines priorities, and appropriate response in accordance with established procedures. Maintains contact with all units on assignments. Maintains status and location of police resources.

B. Receive and process non-emergency calls for service.

C. Adheres to strict confidentiality policies.

D. Enter, update and retrieve information from a variety of computer systems. Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data.

E. Monitors several complex public safety radio frequencies. Operates a variety of communications equipment, including radio consoles, telephones and computer systems.

F. Must be able to deal with crisis situations or hostile people on the telephone.

G. Accurately enters data into Records Management system including: reports, citations, warrants, property, persons and restraining orders.

H. Actively participates in data entry quality control program.

I. Monitors and reports equipment performance variations or malfunctions.

J. Relays and receives information from other public and private organizations; notifies or activates other service agencies including County Road Department, City and County Public Works, State Highway Department, Animal Control, and Family Counseling, etc.

K. Studies and maintains familiarity with major roads, streets, industrial areas, public buildings and the general geographic locations of cities, towns, and landmarks in the response jurisdictions of Josephine County.

L. Performs related duties as required or assigned.

SUPERVISORY RESPONSIBILITIES
Dispatchers exercise no supervisory responsibilities.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Incumbents must possess the following: the ability to learn new techniques, including the operation of new equipment and software programs and to adapt quickly to changing work requirements in a high intensity work atmosphere; the ability to learn the geography and address system of Josephine County and neighboring jurisdictions; the ability to read and interpret area and street location maps and other geographic information sources. This position requires substantial competence in performing and prioritizing multiple simultaneous tasks. Incumbents must possess the ability to operate variety office equipment appropriately and efficiently; memorize radio codes, employee number, laws, Sheriff's Office procedures and extensive resource information. This position requires specific knowledge of the Josephine County Sheriff's Office and Law Enforcement as well as general knowledge of county wide departmental functions and procedures.

EDUCATION AND EXPERIENCE
The Police Dispatcher for the Josephine County Sheriff's Office must have high school diploma or equivalency and a minimum of two (2) years general clerical experience or experience in multi-tasking work environment. Demonstrate ability to keyboard at or above 35 wpm accuracy.

JOB IMPACT
Successful performance in this position results in assisting with the safe resolution of potentially life threatening situations for the public, Deputies or other agency personnel. This is a highly responsible position and consequences of error could include injury or death of a member of the public, Sheriff's Office or other agency. However, the most common consequence of error could involve financial loss due to improper processing, dissemination, and/or maintenance of records; possible litigation; and/or public embarrassment.

JOB CONTACTS
This position generally has contact with the general public; other agencies, including social service, state and federal agencies; and with other County departments.

LANGUAGE SKILLS
Must have the ability to speak clearly and distinctly in a well-modulated voice; understand and clearly communicate in the English language orally, in writing and via computer messaging. Incumbent must have the ability to explain policies and procedures both orally and in various written formats.

MATHEMATICAL SKILLS
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITIES

Ability to exercise initiative and judgment in completing tasks and responsibilities; function courteously and effectively with a high degree of accuracy in stressful situations; make prompt and appropriate decisions based on available information while adhering to written directives including Sheriff's Office Policy and Procedures, Criminal and Traffic Law; dispatch resources in a quick and efficient manner; relay information accurately to reflect situational detail; react quickly, efficiently and calmly in an emergency situation in order to implement an effective course of action.

OTHER SKILLS AND ABILITIES
Must be able to comprehend and interpret comprehensive reports applicable to assigned area and to work effectively with other employees, agencies and the general public using courtesy, tact and good judgment. Must have the ability to plan, organize, schedule and coordinate office operations. Must have a thorough knowledge of office equipment, and their use, including but not limited to computers and industry standard software used by the Sheriff's Office.

CERTIFICATES, LICENSES, REGISTRATIONS
Must achieve and maintain certification with Law Enforcement Data System; Department of Public Safety Standards and Training certification as a Telecommunicator-Basic; CPR/First Aid; and other certificates as deemed necessary by the County or required by statute. Assigned to Intermediate and Advanced levels upon completion of DPSST certification as follows:

INTERMEDIATE CERTIFICATION							
Minimum Years of Experience	8 years	7 years	6 years	5 years	4 years	4 years	2 years
Minimum Training Hours, Including DPSST Basic Course	300 hours	460 hours	600 hours	760 hours	900 hours	DPSST Basic Course	DPSST Basic Course
Minimum College Education Credits	15	23	30	38	45	Assoc. Degree	Bachelor Degree

ADVANCED CERTIFICATION							
Minimum Years of Experience	12 years	11 years	10 years	9 years	8 years	9 years	6 years	4 years
Minimum Training Hours, Including DPSST Basic Course	600 hours	700 hours	800 hours	900 hours	1200 hours	DPSST Basic Course	DPSST Basic Course	DPSST Basic Course
Minimum College Education Credits	30	35	40	45	60	Assoc. Degree	Bachelor Degree	Master Degree

BACKGROUND INVESTIGATION
Those employed in this position may be subject to pre-employment drug testing/physical examination and a background investigation, including criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification. Must pass and maintain Criminal Justice Information Systems (CJIS) security clearance.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

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

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
☒	Standing	☐	☒	☐	☐
☒	Sitting - 1/2 hour plus	☐	☐	☐	☒
☒	Moving about work area	☐	☒	☐	☐
☒	Bending forward	☐	☒	☐	☐
☒	Stoop position - 1 minute plus	☐	☒	☐	☐
☒	Climbing stairs - 1 floor	☐	☒	☐	☐
☐	Crawling - hands & knees	☒	☐	☐	☐
☒	Reaching overhead	☐	☒	☐	☐
☒	Lifting strength	**# of pounds = 20 lbs**			
☒	Lifting	☐	☒	☐	☐
☐	Patient Lifting	☒	☐	☐	☐
☐	Lifting Overhead	☒	☐	☐	☐
☐	Moving carts, etc.	☒	☐	☐	☐
☒	Carry items	☐	☒	☐	☐
☒	Dexterity/Coordination	☐	☒	☒	☐
☒	Keyboard Operation	☐	☐	☐	☒
☒	Rapid-mental/hand/eye coord.	☐	☒	☐	☐
☒	Operation of motor vehicle	☐	☒	☐	☐

Speech, Vision & Hearing

Check	Activity	Detail
☒	Distinguish colors	Yes: ☒ No: ☐
☒	Distinguish shades	Yes: ☒ No: ☐
☐	Depth perception	Describe:
☒	Ability to hear	Normal Speech Level: Telephone & in person & recordings
☐	Other Spec. Hearing Req.	Describe:

Exposure - Environmental Factors

Check	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
☒	Heat	☐	☒	☐	☐
☒	Cold	☐	☒	☐	☐
☒	Humidity	☐	☒	☐	☐
☒	Wet Area/Slippery	☐	☒	☐	☐
☒	Noise	☐	☒	☐	☐
☒	Dust	☐	☒	☐	☐
☐	Smoke	☒	☐	☐	☐
☐	Vibration	☒	☐	☐	☐
☐	Chemical Solutions	☒	☐	☐	☐
☐	Uneven Area	☒	☐	☐	☐
☐	Ladder/Scaffold	☒	☐	☐	☐
☐	Ionization	☒	☐	☐	☐
☐	Radiation	☒	☐	☐	☐
☐	Body Fluids	☒	☐	☐	☐