



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept 11 / Grants Pass OR 97526
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

POSITION DESCRIPTION

Job Title: Lead Dispatcher
Department: Sheriff's Office
FLSA Status: Non-Exempt
WC Code: 8810
Effective Date: July 1, 2018
Last Revised: July 1, 2018
Pay Grade: NU 14
Union: Non-Union (Supervisory)

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, databases 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.

The Dispatch Lead is distinguished from the Dispatcher by the supervisory work performed. Supervisory responsibilities include not only general supervision of specific assigned employees, but also daily oversight of any Dispatcher's work performed. Provides technical assistance to staff, resolves minor work or personnel problems, and gives input regarding discipline, training, and major job reassignments to Sheriff's Administration. Supervisor also directs and supervises subordinate staff, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained, and performance management including evaluating work performance, coaching, mentoring and/or implementing corrective action for performance and conduct issues.

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 that are not listed. These duties represent the essential functions needed of persons in this classification.)

1. Supervises Dispatch personnel and plans work assignments to ensure that the Office's service and production expectation are achieved.
2. Reviews and investigates all citizen complaints against section personnel, assuring compliance with current citizen complaint policy and procedures. Refers major complaints to the Sheriff's Administration.

3. Conducts employee evaluations, reviews and approves employee timesheets, and investigates and resolves complaints or problems.
4. Identifies issues and implements basic corrective action with Business Manager as appropriate.
5. Ensures training and supervision is provided to new employees, whose duties include receiving emergent and non-emergent calls for assistance, providing information to the public, typing and filing of records and reports, and compilation of statistical reports. Assigns trained personnel to assist with training of new employees.
6. Ensures the proper maintenance of the Sheriff's Office records and computer operations, including storage and disposition of records according to the state archivist's recommendations. Ensures all Dispatch equipment is maintained and in operational condition.
7. Coordinates major incidents to ensure that proper notifications are made; assists in call handling if necessary and coordinates with Incident Command.
8. Develops Office logistic changes where necessary by devising new forms and methods for reporting incidents and for implementation of data storage. Maintains continuous awareness on the need for improvements in office procedures, filing systems, work methods, procedure and techniques, and devises and implements such improvements as authorized, ensuring that subordinates are aware of these procedures.
9. In case of emergency or other necessity, transfers Operations to and sets up the Dispatch operations backup center.
10. Advises the Sheriff's Administration on matters concerning section production, problems and activities. Ensures assignments are completed on schedule and in a timely manner.
11. Assures that ample supplies and equipment are always on hand or on order for the successful operation of the Sheriff's Office.
12. Participates in continued planning of office computer systems, making recommendations when warranted. Acts as liaison between the Sheriff's Office and other agencies that supply computer software and hardware. Maintains a constant awareness of new and time saving methods of accomplishing Office record keeping tasks.
13. Ensures preparation and updating of policy and procedure manual for the Dispatch Section is addressed.
14. Can perform any and all of the duties and responsibilities of a Dispatcher on an assigned shift.
15. Responsible for reporting to section personnel on matters involving goals, objectives, policies, and day-to-day occurrences within the Sheriff's Office.
16. Ensures information needs of the public and media are addressed and concerns are resolved.
17. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees in the Dispatch Division. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, training employees; planning, assigning, and directing work; appraising performance; rewarding and some discipline; addressing complaints and resolving problems.

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 countywide 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 three years of dispatching experience or a combination of management and dispatching experiences. Considerable knowledge of the operating characteristics of computer-aided dispatch systems. Considerable knowledge of radio transmitting techniques and procedures pertaining to the dispatch of mobile law enforcement units. Requires knowledge of administrative practices, the rules and regulations of the Sheriff's Office and Oregon Revised Statutes.

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. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret various graphs and charts.

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. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES

Ability to read, analyze, and interpret business periodicals, professional journals, technical procedures, or governmental regulations. Ability to prioritize and organize assignments. Ability to write reports, business correspondence, and policy and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to respond courteously and tactfully, and establish and maintain effective working relationships with other employees and officials, outside officials and agencies and the public. Ability to communicate with angry or hostile individuals.

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.

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

This position works primarily in the office for management and administrative duties. This position is impacted by urgent time deadlines, heavy or uncontrollable work flow, hostile customers, the need to make quick decisions, the need for extreme accuracy and attention to fine detail, uncontrollable interruptions and the need to frequently shift attention which are all related to the nature of the work which is to ensure that the work of the department is completed in a timely manner at a quality required to provide service to the public and administration and to meet mandated timelines.

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%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Stoop position - 1 minute plus	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting strength	# of pounds = 25 lbs			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting Overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving carts, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input checked="" type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input checked="" type="checkbox"/>	Distinguish shades	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Depth perception	Describe:			
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level: Telephone & in person & recordings			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe:			
Exposure - Environmental Factors					
<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Wet Area/Slippery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chemical Solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Uneven Area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Body Fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>