



SHERIFF'S SR. PUBLIC SAFETY DISPATCHER

DEFINITION

Under general direction, leads, trains, oversees, and participates in the work of 911 system emergency and non-emergency calls; evaluates and prioritizes 911 system emergency and non-emergency calls; dispatches assignments in accordance with emergency and Sheriff's Office procedures; assigns and directs the work of Sheriff's Public Safety Dispatchers in the absence of supervisory staff on a per shift basis; performs a variety of technical tasks relative to the assigned functional area; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Sheriff's Public Safety Dispatcher Supervisor. Exercises no supervision over staff. Exercises technical and functional direction over and provide training to dispatch staff.

CLASS CHARACTERISTICS

This is the lead/advanced-level classification in the Sheriff's Public Safety Dispatcher class series. Incumbents work under general direction and exercise a high level of discretion and independent judgment in performing the full range of routine to complex emergency communication activities; provides shift supervision in the absence of supervisory staff; promotes a positive work environment; and builds unit morale through effective management of stressful events.

This class is distinguished from the Sheriff's Public Safety Dispatcher Supervisor in that the latter is the full supervisory-level in this class series.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides lead direction and training to new Public Safety Dispatchers.
- Participates in the work of assigned staff responsible for dispatch services, including receiving, evaluating, and prioritizing emergency and non-emergency calls; eliciting information to determine nature of emergency; and dispatching and coordinating law enforcement, medical, fire, and other emergency response units in accordance with Sheriff's Office procedures.
- Monitors and evaluates operations, call volume, and stress levels; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes and shift staffing levels; reviews with the Sheriff's Public Safety Dispatcher Supervisor; implements changes and improvements after approval.
- Monitors status of public safety units to ensure personnel safety and availability for services.
- Directs dispatchers in determining appropriate actions to take in any situation that is not clearly defined in established policies and procedures; uses good judgment in determining how best to handle such situations to ensure the safety of citizens and responders and reduce liability of the County.
- Monitors quality and ensures all calls are answered and dispatched in accordance with established standards.
- Maintains recordings of dispatch communications; provides copies as requested and appropriate.

- Provides input into the evaluation, retention, and training progression of new Sheriff's Public Safety Dispatchers.
- Receives, analyzes, and evaluates 911, sheriff's emergency and business calls, including inquiries and complaints, fire, ambulance, roads, animal control, and maintenance; transfers calls to appropriate parties or creates a call for dispatch.
- Oversees and participates in the retrieval of information from various federal, state, and local law enforcement information databases.
- Oversees and participates in the entry, update, and retrieval of records from various database computer systems.
- Inspects and assists in ensuring the proper maintenance and operation of dispatch systems and other dispatch center equipment.
- Maintains radio contact with allied agencies, including mobile and portable units; recognizes units from other agencies and assists them with County units or provides requested information.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and practices of leadership.
- Functions, authorities, and practices of public safety and emergency response agencies.
- Principles, practices, procedures, and terminology used in used in police, sheriff, fire, and related emergency radio and telephone communications.
- The topography and communities of El Dorado County.
- Proper and effective methods of deploying law enforcement personnel.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and procedures of recordkeeping.
- Techniques for dealing with people of all socio-economic backgrounds under hostile and emergency situations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions, and program, project, and task coordination.
- Computers and software programs (e.g., Computer Aided Dispatch, mapping, Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Provide staff leadership and work direction.
- Train staff in work procedures.
- Assess difficult or emergency circumstances and develop, implement, and direct appropriate response strategies.
- Maintain accurate records and prepare clear and concise reports and other written material.
- Observe and accurately recall places, names, descriptive characteristics, and facts of incidents.
- Read and interpret maps and other pertinent documentation.

- Memorize codes, names, locations, and other detailed information.
- Perform multiple activities concurrently such as documenting information received from multiple sources simultaneously.
- Testify in court.
- Work under stressful conditions; remain calm; and make quick, sound, and independent decisions based on available information.
- Understand, interpret, and apply pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the Sheriff's Office and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and other public contact.
- Memorize and apply abbreviations, codes and other jargon related to effective law enforcement communications.
- Perform time sensitive and essential tasks in rapid and efficient manner to keep communication and documentation current during multiple critical events.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with coworkers, department personnel and the public.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school;

AND

Two (2) years of journey-level emergency dispatching experience at a level equivalent to the County's class of Sheriff's Public Safety Dispatcher II.

Licenses and Certifications:

- A Peace Officer Standards and Training (POST) Professional Public Safety Dispatcher Intermediate Certificate is desirable.
- Obtain POST Communications Training Officer training within one (1) year of appointment.
- May be required to possess or obtain additional certification(s) as deemed necessary by the supervisor or Sheriff.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over telephone and radio systems. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or to operate dispatch and standard office equipment.

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment under highly stressful conditions with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures. Occasionally this class may be required to perform work duties in an emergency field operations environment such as within a communications vehicle.

WORKING CONDITIONS

Must be willing to work nights, weekends, and holidays. Must be willing to be called back, held over, or called-in to maintain minimum staffing levels. Shifts can be stressful and routinely 12 hours long. Must be able to pass a thorough background investigation.