



POSITION DESCRIPTION

TITLE:	Emergency Dispatcher	LAST UPDATED:	December 2019
DEPARTMENT:	Sheriff's Office	FLSA STATUS:	Non-Exempt

FLSA destination cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.

SUMMARY: Under basic supervision, receives and dispatches requests for emergency services. Maintains various information logs and records of dispatched calls, warrants, stolen items and missing persons.

PRIMARY DUTIES AND RESPONSIBILITIES:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Answers emergency and non-emergency calls from the public requesting emergency services; determines the nature priority, location, and number of necessary units to respond to the call; dispatches and maintains accurate status and location of units; refers calls not requiring dispatch to appropriate recipient.
- Operates radio, telephone system, computer aided dispatching software (CAD), and mapping software.
- Enters warrants, restraining orders, and other paperwork into National Crime Information Center (NCIC) and databases; notifies other agencies of wanted, missing, or endangered persons.
- Participates in state, program, and administration mandated trainings, certifications, and continuing education programs.
- Researches drivers' licenses, plates, criminal backgrounds, contact numbers, previous addresses, and outstanding warrant of subjects.
- Supports the relationship between the Teton County staff and the general public by demonstrating courteous and cooperative behavior when interacting with citizens and County staff; maintains confidentiality of work-related issues and County information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

- High school diploma or GED equivalent; **AND** prior customer service or public safety dispatch experience preferred; **OR** an equivalent combination of education, training, and experience.

Required Licenses and Certifications:

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.
- Must successfully complete TCSO Dispatcher Training Program within six (6) months of hire date.
- National Crime Information Center Full-User Certification or ability to obtain within six (6) months of hire date.
- First Aid/CPR Certification or ability to obtain within one (1) year of hire date.
- Emergency Medical Dispatcher Certification or ability to obtain within one (1) year of hire date.
- Wyoming Peace Officer Standards and Training (POST) Basic Dispatch Certification or ability to obtain within two (2) years of hire date.

Required Knowledge of:

- Teton County geography including primary roads, streets, highways, major buildings and landmarks, and various agency jurisdictions
- Principles and practices of customer service and public relations.
- Internal and external policies, procedures, and protocols.

Required Skills in:

- Assessing, prioritizing and completing multiple tasks and demands simultaneously.
- Establishing and maintaining cooperative working relationships with coworkers and other individuals in contact during the course of work; communicating clearly and concisely
- Typing at least 40 words per minute.
- Reading and interpreting maps.
- Maintaining a professional demeanor and attitude in stressful situations.

Physical Demands/Work Environment:

- Work is performed in a standard office environment.