



# COUNTY OF NYE

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## CLASS TITLE: CHIEF DISPATCHER

### BASIC FUNCTION:

Under the direction of the Sheriff or designee, oversees the dispatch centers and administers JMS/RMS/CAD EMD Manager and TAC for NCSO.

**REPRESENTATIVE DUTIES:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the representative duties).*

1. Able to perform the duties of a dispatcher as set out in the class description.
2. Oversees the day-to-day operations of communications/dispatch; coordinates the activities and individuals involved in those activities and takes corrective actions to ensure uniformity of performance.
3. Prepares work schedules accommodating personnel power, work loads, sick and annual leave.
4. Oversees the communication training program in which those employees' performance is evaluated.
5. Discipline violations in accordance with policies Available for call out in emergency situations.
6. Acts as liaison with patrol and detention personnel to resolve operational problems between the various groups.
7. Provides/coordinates training as needed and testing along with certification to personnel who are permitted access to the state system.
8. Maintains records with appropriate information regarding use of computers as well as messages transmitted or received through state teletype.
9. Receives citizen's complaints regarding performance of dispatchers, records details of compliant.
10. Responsible for accuracy of entries to NCIC/NCJIS made from sub-stations.
11. TAC for the NCSO which includes all duties outlined by the State & FBI; administrator of the RMS/CAD/JMS, call recording equipment and 911/phone system. Contact for maintenance and updating of system. Insures maintenance of resource list and oversees contract renewal and compliance.
12. Maintains fingerprints and return records for NCSO, county employees not employed by other Criminal Justice (CJ) departments, and contractors for the county.
13. Provides copies of 911/phone/radio recording to other agencies and NCSO personnel.

14. Maintains list of NCSO personnel including but not limited to: hire dates, call signs, and personal information.
15. Acts as EMD Manager for NCSO.
16. Coordinates communications between vendor and appropriate Nye County Personnel; coordinates and maintains open communication with peers and management officials of other state and national agencies.
17. Assists Sheriff and Area Commanders in research as directed as well as responsible for development of tactical and strategic plans to further interest of agency.

**EDUCATION AND EXPERIENCE:**

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is: a combination equivalent to graduation from high school or G.E.D. equivalency and dispatch and work experience closely related to the responsibilities of the class to include supervisory experience..

**LICENSES and/or CERTIFICATIONS:**

Terminal Area Coordinator (TAC) for the State of Nevada, Emergency Medical Dispatch (EMD) Management Certificate; Communication Training Officer (CTO), CPR and any other required certification and/or licenses. Must be obtained within 6 months.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provides technical lead work direction and coordination for dispatchers and lead dispatchers.

**CONTACTS:**

Co-workers, deputies, supervisors, detention deputies, general public, other law enforcement agencies, District Attorney's office, fire and ambulance personnel, vendors, DPS auditors/supervisors.

**PHYSICAL EFFORT:**

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

Radio/telephone dispatch setting—subject to clerical filing, typing, lifting and sitting for long periods of time. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

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**WORKING CONDITIONS:**

Work is performed under the following conditions: Law enforcement dispatch environment—subject to poor lighting, abusive language from the public.