



## COUNTY OF NYE

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### **CLASS TITLE: DISPATCHER**

#### **BASIC FUNCTION:**

Under direction and independent application of policy and procedures receives messages and dispatch transmissions for emergency services and the Sheriff's Office, as well as monitor activities of deputies, ambulance and fire personnel, while maintaining records and logs of all dispatch activities. Performs other job related work as required.

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

1. Receives, transmits, maintains and monitors messages and emergency calls on radio and phone.
2. Records all dispatch activities. .
3. Performs general clerical work such as filing, typing and copying documents.
4. Operates and monitors computer in running and receiving inputs for NCJIS, NCIC and CA (Computer Aided Dispatch).
5. Answers questions and complaints from the general public, other agencies, NCSO personnel and other county departments.
6. Dispatches appropriate units or equipment to handle reported situations.
7. Maintains records and prepares reports on activity reported, equipment dispatched and disposition of emergency.
8. Employees assigned to this classification in the Beatty substation will also perform as needed the duties of Detention Technician.

#### **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: any combination equivalent to graduation from high school or G.E.D. equivalency and general work experience.

#### **Knowledge, Skills & Abilities:**

Ability to multi-task including answering phone calls, hear & respond to radio traffic, and type information into the CAD at the same time; to communicate clearly & precisely under pressure.

**LICENSES/CERTIFICATIONS:**

Obtain and maintain NCIC/NCJIS certification, CPR certification, EMD (Emergency Medical Dispatch) certification and any other required certifications and proficiencies required to perform the duties & responsibilities of the position.

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

Not applicable.

**CONTACTS:**

Co-workers, deputies, supervisors, detention deputies, general public, other law enforcement agencies, district attorney's office, fire and ambulance personnel, prisoners

**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 and lifting; 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:**

Law enforcement dispatch environment—subject to poor lighting, excessive noise and, abusive language from the public.