



# COUNTY OF NYE

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## CLASS TITLE: LEAD DISPATCHER

### BASIC FUNCTION:

Under general supervision and independent application of policy and procedure provides daily work direction to dispatchers. This designation is distinguished by the absence of full supervisory authority and less administrative responsibility. Functions as a leader within the assigned area or job locations and personally executes work directives.

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

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 CAD (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. Performs as designated instructor for the state teletype system, fulfills responsibilities as described by the state and work under the direction of the TAC (Terminal Area Coordinator) completing any assigned tasks related to the state system but not limited to the same.
9. Assists in monitoring NCIC/NCJIS activity as directed by the TAC.
10. In the absence of Chief Dispatcher or under direction handles disciplinary actions.

### 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: graduation from high school or G.E.D. equivalency and general work experience.

### LICENSES/CERTIFICATIONS:

Obtain and maintain ATAC certification and/or NCIC/NCJIS certification, CPR Certification, CTO Status, EMD (Emergency Medical Dispatch) certification and any

other required certifications & proficiencies required to perform the duties & responsibilities of the classification.

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

**CONTACTS:**

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

**WORKING CONDITIONS:**

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