STEVENS COUNTY SHERIFF’S OFFICE
COMMUNICATIONS OFFICER (911 DISPATCHER/CALL RECEIVER) - ENTRY LEVEL

DEPARTMENT: Sheriff’s Office
REPORTS TO: 911 Coordinator

STATUS: Hourly
PAY: $15.77

JOB OBJECTIVES:
Answers phones, both 911 and business lines; prioritizes and dispatches emergency and non-emergency calls in a consolidated dispatch center. Also monitors several radio frequencies, operates paging equipment and performs computer data entry and inquiry. Provide preeminent customer service to the public, no matter the problem. This person is the first, First Responder to the public’s emergency and their first contact with law enforcement, fire, medical or other problems. This person sets the tone for the call.

QUALIFICATIONS AND REQUIREMENTS:
1. Be at least 18 years of age.
2. Sign a waiver agreeing to an investigation of your background by the Civil Service Commission and/or the Stevens County Sheriff’s Office.
3. Valid Washington Driver’s License with current vehicle insurance.
4. Be a citizen of the United States and be able to read and write the English language.
5. Have graduated from high school or present a certificate of equivalency (GED).
6. Successfully complete the written and/or oral tests administered by the Commission as specified in the official announcement for this exam. Successfully complete background investigation(s) and pre-employment drug-screening; psychological and/or polygraph exams and other testing as determined necessary.
7. Typing Skills: ability to type a minimum of 35 wpm.
8. Language Skills: Ability to read, interpret and understand documents; good spelling and grammar is necessary; ability to speak effectively before groups is necessary.
9. Knowledge of the operation of computers, radios, paging equipment and multiple telephone lines helpful but not necessary.
10. Knowledge of Stevens County geography and maps including ability to locate township, range, and section area and longitude and latitude within six months of hire.
11. Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
12. Ability to go to out-of-town training.

ESSENTIAL JOB FUNCTIONS:
1. Answer emergency and non-emergency phones while simultaneously entering the information into the computer aided dispatch (CAD) system; 911 lines take priority over all other calls. Communications Officers answer the phones for the entirety of Stevens County. There are five (5) 911 lines that ring in the Communications Center: one (1) business line with four (4) rollover numbers, three (3) courthouse extensions, a phone in the foyer of the Center, a phone in the Sheriff’s Office and a phone in the Squad Room foyer for a total of fifteen (15) lines to answer.
2. Ability to type 35 words per minute while conversing with a caller.
3. Calms, negotiates, advises and provides instructions to callers to obtain accurate and essential information necessary to establish priority and initiate a timely response.
4. Dispatch the appropriate units for the call i.e. law enforcement, fire, ambulance, utilities, mental health professionals etc. via radio transmissions, phone or computer. Know which agency responds to which
area and be accountable for every officer, deputy, fire personnel, ambulance personnel and other emergency personnel out in the field.

5. The Dispatcher must be accountable for every unit in the field they have radio contact with. They must know where their units are at all times. They are the lifeline for those units.

6. Monitor the different alarms systems.

7. Keep accurate computer logs (written logs as needed). Dispatchers maintain the radio logs for radio traffic, teletype messages, missing and found animals, home security, etc.

8. Must be able to effectively operate the State computer which is based in Olympia and maintained by the Washington State Patrol. This person needs to know how to check individuals for warrants, weapons checks, vehicle checks and driver license status. Also have the ability to send messages from our agency to other agencies within the State of Washington as well as nation-wide.

9. Gather accurate complainant information. Dispatchers must accurately record information on all complaints.

10. Dispatchers must be able to accurately relay information to units in the field and notify the appropriate supervisor as needed.


12. Appear in court to testify in a court case if subpoenaed.

13. Ability to monitor several radio frequencies at the same time.

14. Ability to speak the English language, enunciate clearly, good memory, keen hearing and listening skills.

15. Accurate entry of warrants, restraining orders, missing, runaways and any other entry that must be made into the ACCESS system.

16. Maintain satisfactory attendance. Must be reliable and dependable, reporting for work on a consistent and punctual basis.

17. Perform in a courteous manner when dealing with the public, user agencies and co workers.

18. Handle minor equipment repair.

19. Clerical work as needed.

20. Be aware of and comply with all department policies and procedures.

21. Must be able to work in harmony with fellow employees on a continuing basis.

22. Work rotating shifts i.e. nights, days, weekends, holidays.

23. Perform other duties as assigned.

GENERAL INFORMATION

Equal Opportunity: Any person meeting requirements set forth herein may apply for examination without regard for race, creed, color, sex or national origin unless in accordance with a bona fide occupational qualification. Unless otherwise stated, the minimum age for entry employment is 21 years.

Drug-free Workplace: Stevens County is a drug-free workplace. Any final applicant offered a position will be required to pass a pre-employment urinalysis screening by an agency-appointed laboratory prior to employment.

Appointment: Eligibility lists will be in effect for two (2) years unless sooner exhausted or cancelled. Selection will be made from the top three eligibles for an opening in a given classification. Declining an appointment will result in removal of the applicant’s name from the eligibility list.

Probation: Appointees shall have a probationary period of one (1) year.

Change of Address: Applicants and all those on eligibility lists are responsible for promptly notifying the Civil Service Commission of any address or telephone number change. If an eligible cannot be located because of failure to report change of address, his/her name shall be removed from the eligibility list.

Civil Service – Dispatcher/Call Receiver updated 12-2014