

CONCERNED WITH JOB RECRUITMENT AND PLACEMENT

<u>JOB TITLE</u>	<u>SALARY</u>	<u>ISSUE</u>
DISPATCHER	\$14.06/HR \$16.04(after 12 months)	3-26-2015

WEBER AREA DISPATCH 911 & EMERGENCY SERVICES DISTRICT- FULL-TIME MAY BE UNDER FILLED

APPLICATION MUST BE SUBMITTED

GENERAL PURPOSE Performs a variety of working level technical duties involving the use of communications equipment to gather and record necessary information, and to dispatch police, fire and emergency personnel in response to a variety of emergency and assistance calls.

SUPERVISION RECEIVED: Works under the general supervision of the Shift Supervisor.

SUPERVISION EXERCISED: None.

ESSENTIAL FUNCTIONS: Process and evaluate incoming incidents through structured interrogation of caller. Obtain most useful information and critical information quickly. Make an initial assessment of the nature and urgency of the call. Make important decisions regarding agency resources. Determine the appropriate response. Provide and relay any instructions or further information regarding scene safety to caller or responding unit. Exercise good judgment and logical thought patterns in emergency situations and under heavy workload. Maintain accurate status of all units on any radio frequency. Maintain confidentiality. Evaluate medical emergencies and determine type of assistance required. Utilize medical protocol cards for providing lifesaving pre-arrival instructions, i.e., CPR. Provide stability in time of crisis by calming and reassuring caller. Gain control of calls, obtain callers confidence by actively listening and remaining calm, convey objectivity, compassion, and confidence and communicate effectively. Operate Computer Aided Dispatch system to record all calls received. Query databases, records, and previous calls from CAD for public, management and officers. Operate statewide system to access driver's license, vehicle registrations, stolen vehicles, and wanted/missing persons information. Access and remove warrant information. Maintain current wrecker information and dispatch when requested. Coordinate multiple law enforcement agencies EMS systems and fire departments on different radio frequencies throughout the entire life cycle of the call. Receive and transmit clear, concise information on a multi-frequency-computerized radio. Send, receive and decode nationwide teletype information. Dispatch for multiple agencies, including federal, state and local law enforcement agencies, including, fire EMS and rescue units. Maintain CPR, Emergency Medical Dispatch and BCI certifications by completing service training hours. Re-certify with POST as mandated by the Utah State Legislature through 40 hours of in-service training annually. Establish and maintain effective work relationships with coworkers, management and other agency personnel. Follows policies, procedures, guidelines and instructions as provided by the District. Maintains confidentiality with information obtained through employment with the District. Issues discussed in relation to employment, personnel matters and District investigations are to be held in strict confidence and not divulged without management permission. Performs other related duties as required.

MINIMUM QUALIFICATIONS Graduation from a standard senior high school, AND Successful completion of District approved Communications Training program, attaining all District required dispatch certification processes.

Working knowledge of dispatch responsibilities, procedures and related tasks. Working knowledge of District policies and procedures. *Typing at 40 wpm net. Verification of typing speed will be done through tests administered at a later date.*

Some skill in operating tools and equipment used (see below).

- o v e r -

Ability to successfully complete any District approved training requirements, and to attain and maintain all District required dispatch certification processes. Ability to work in demanding and stressful situations while remaining calm and conveying a calm demeanor. Ability to communicate effectively orally and in writing. Possess technical aptitude, dexterity and listening skills. Possess

problem-solving skills. Ability to establish and maintain effective working relationships with subordinates, peers and supervisors. Ability to exercise sound judgment in evaluating situations and in making decisions. Ability to follow verbal and written instructions.

SPECIAL QUALIFICATIONS Must be 21 years of age or older to access necessary information. Have no criminal background or record. Position requires irregular schedules, include evenings, weekends and holidays; adjustment of shifts, overtime, breaks, etc., may be required on short notice.

TOOLS AND EQUIPMENT USED Various communications equipment including radio consoles, E911 telephone system, paging systems, logging recorder, TDD/TDY device, FAX, computers, printers, copy machine, phone switchboard, computer terminal, specialized public safety software programs including computer aided dispatch system.

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level of the work environment is usually quiet with normal levels of verbal communications taking place.

VERIFICATION OF TYPING SPEED WILL BE DONE THROUGH TESTS ADMINISTERED AT A LATER DATE

POSITION CLOSES ON APRIL 9, 2015

APPLICATION MUST BE SUBMITTED TO:

Weber County H.R., 2380 Washington Blvd., 3rd Floor, Suite 340, Ogden, Utah 84401

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER - DRUG & BACKGROUND TESTING REQUIRED