



Washington County Consolidated Communications Agency

**DISPATCHER
(POLICE OR FIRE)**

DEFINITION:

A Police or Fire Dispatcher operates complex communications equipment including the radio, multi-line telephone systems, and computer aided dispatch (CAD) to access, input and process emergency and non-emergency calls for service and to dispatch police or fire units; performs related work as required and other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

A Police or Fire Dispatcher will perform call taking functions and serve as a Police or Fire Dispatcher. This position is non-exempt and represented by a Collective Bargaining Association (CBA).

SUPERVISION RECEIVED:

Police and Fire Dispatchers work under the general supervision of the Operations Manager, and under the direct supervision of an Operations Supervisor or designee.

SUPERVISION EXERCISED:

Supervision is not normally a responsibility of this position.

EXAMPLES OF JOB DUTIES AND RESPONSIBILITIES:

Duties may include, but are not limited to, the following:

1. Receive and rapidly triage emergency and non-emergency telephone calls utilizing complex telephone, mapping and computer aided dispatch (CAD) equipment
2. Ability to prioritize simultaneous phone calls, radio transmissions and other associated operational work in a dynamic environment.
3. Listen and comprehend phone calls and public safety field unit radio transmissions and accurately evaluate information to determine appropriate action(s) to be taken in a timely fashion.

4. Maintain highly accurate records of events, written logs and reports of actions taken that may be used in legal proceedings.
5. Ability to use a phone, computer and a radio simultaneously. Ability to effectively use and monitor multiple computer screens.
4. Rapidly enter, read, write and interpret information obtained via computer systems and verbal conversations.
6. Maintain and monitor status of public safety field units and assign requests for emergency and non-emergency services to the appropriate unit(s) utilizing a computer-aided dispatch terminal and complex radio system.
7. Maintain a positive customer service attitude with citizens, users, co-workers and management, often under pressure and time constraints.
8. Ability to work shifts that span a 24-hour period (i.e. day, swing and graveyard shifts) including weekends and holidays; must be able to work unscheduled and/or mandatory overtime, as required.
9. Must be reliable and dependable and report for work on a consistent and predictable basis.
10. Successfully complete a variety of required certifications, such as Law Enforcement Data System (LEDS), emergency medical dispatching, Oregon Basic Telecommunicator, etc.
11. This position is designated as Essential Personnel. Essential Personnel are expected to report to work on time during extreme weather conditions.

PHYSICAL DEMANDS

Sit at a desk or console for extended periods of time; occasionally walk, stand, or stoop; occasionally lift, carry, push, pull, or otherwise move objects weighing up to 10 pounds; use tools or equipment requiring a high degree of dexterity; work for sustained periods of time maintaining concentrated attention to detail; take information from callers who may be excited, abusive, use profanity, are incoherent, drunk or hysterical; must meet all physical standards as set forth by the State of Oregon to include visual acuity, hearing, speaking and basic physical health that provides the stamina to perform the duties of a Police or Fire Dispatcher for long periods of time.

Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

KNOWLEDGE, SKILLS AND ABILITIES:

Skill in effectively communicating in English over the telephone with a variety of people of various educational, ethnic and social/cultural backgrounds; prioritize complex incidents based on a number of situational variables following established policy; quickly deciding on an appropriate course of action; write clearly, accurately, concisely and legibly; establish and maintain effective working relationships with other employees, supervisors, representatives of other agencies, and the public.

Knowledgeable of or the ability to learn CAD functions and commands, communication radio systems, telephone operation, LEDS formats, common police fire and medical terms and operation of basic office machinery.

Skill in typing complex alphanumeric data into a computer system with speed of at least 45 wpm and high accuracy; understanding radio transmissions; multitasking and retaining information over long periods of time.

Ability to read, interpret and apply agency standard operating guidelines, administrative directives, and user agency protocols, some of which may change frequently; read and comprehend complex written material containing technical, legal and medical terminology; adjust to frequently changing workloads; adhere to the ethical and legal standards required to achieve and maintain Basic Telecommunicator and Emergency Medical Dispatch certification through the State of Oregon; participate in mandatory training.

Ability to work in close proximity to dogs in the workplace.

EXPERIENCE AND TRAINING:

High school diploma or GED

Type 45 WPM, NET

1-year of customer service experience

1-year of computer data entry and retrieval of information

Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying.

LICENSING AND CERTIFICATION

Must possess and maintain DPSST Basic Telecommunicator Certification.

Must possess and maintain EMD Certification.

Must possess and maintain CPR/First Aid/AED Certification.

Must possess and maintain LEDS certification.

ADOPTED BY E-BOARD: 12-17-92

Revised and Approved by the Director: 1-27-15, 1-29-16, 11-23-16