

SHERIFF DISPATCHER II

DEFINITION

Under general supervision, dispatches and receives emergency and non emergency radio transmissions, maintaining field communications during incidents, providing officer safety for deputies, investigations, administration, corrections, SWAT, search & rescue, fire. Dispatch has the responsibility to monitor the activities of deputies or other department personnel. Responsible for the only County PSAP (public safety answering point E-9-1-1), all E 9-1-1 calls with the exception of cellular 911's are answered by dispatch. It is the responsibility of dispatch to determine the type of call, from hysterical callers, and contact the emergency resource needed. Dispatch is responsible to answer five 911 emergency phone lines, three emergency phone lines, and one inter-department phone line.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification in the specialized class series for positions, which have the responsibility for dispatching and maintaining field communications with public safety personnel. Sheriff Dispatcher II's perform assignments with greater independence than Sheriff Dispatcher I's.

REPORTS TO

Communications Supervisor

CLASSIFICATIONS DIRECTLY SUPERVISED

None

SHERIFF DISPATCHER II – 2

EXAMPLES OF DUTIES

- Provides radio communications to field personnel, answer and provide emergency assistance for E-9-1-1 calls, answers the telephone, receiving and classifying incoming calls
- ; dDetermines priority of response and dispatches public safety units, according to availability, assigned geographic area and location
- ; dDispatches Sheriff, Emergency Medical, Fire, Search & Rescue, Swat, and other public safety personnel to routine and emergency calls as required.
- ; mMaintains field communications during emergencies and incidents
- ; tTransfers emergency calls to other agencies as warranted
- ; eEnters and clears information into the CLETS (California law enforcement telecommunications system)). I including, but not limited to; warrants, firearms, wanted persons, missing persons, stolen property, domestic violence, sex and arson registrations, and other entries required by the State of California.
- Operates, radio transmitting and receiving equipment and computers.

SHERIFF DISPATCHER II – 2

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; speak clearly, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; use of radio, computers, copiers and fax.

TYPICAL WORKING CONDITIONS

Locked in a secured dispatch center for ten-hour shifts. Meals are taken while working; there is no public contact and limited staff contact. Breaks are taken when a deputy is available to relieve dispatch, however, dispatch cannot leave the building during a shift and be available to return to their workstation if called during a break.

SHRIFF DISPATCHER II – 3

DESIRABLE QUALIFICATIONS

Knowledge of:

- Operating Policies, Procedures involving officer safety, call out of personnel, SWAT details, Search & Rescue details and other emergency responder's details.
- Federal, State and County regulations related to transmission and reception of public safety communications.
- Federal, State, regulations regarding the use of CLETS, liabilities and miss-use.
- The general geography of Plumas County, reading of maps.
- Proper operation and care of telephone, CLETS, computer and voice radio equipment.
- Penal Codes, Vehicle Codes, Civil Codes, County Codes and Portola Municipal Codes. Fish & Game codes and FCC codes.

Ability to:

- Operate radio communications and computer equipment.
- Use sound judgment in dispatching personnel and equipment.
- Think clearly and act calmly in emergency situations.
- Tolerate abusive or threatening language from irate callers.
- Make immediate decisions that may affect a life.
- Remain emotionally detached in order to respond to situations in a positive manner.
- Work weekends, holidays, overtime and rotating shifts.
- Read, analyze and interpret laws, codes, rules and regulations.
- Establish and maintain cooperative relationships with those contacted during the course of work.

SHRIFF DISPATCHER II – 3

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Six (6) months of experience performing public safety dispatching work equivalent to a Sheriff Dispatcher I with Plumas County.

Special Requirement: Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment.