

## **DISPATCHER - EMD**

### **DEFINITION**

Under general supervision, to receive and dispatch radio and telephone communications; to dispatch law enforcement, emergency medical, and other public safety personnel; to maintain field communications during incidents; to process warrants; to perform office support assignments; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a specialized classification for positions which have the responsibility for dispatching and maintaining field communications with public safety personnel. Incumbents also process warrants and perform a wide range of office support responsibilities.

### **REPORTS TO**

Supervising Dispatcher.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

### **EXAMPLES OF DUTIES**

Answers the telephone, receiving and classifying incoming calls; determines priority of response and dispatches public safety units, according to availability, assigned geographic area, and location; dispatches Sheriff, Emergency Medical, and other Public Safety Personnel to routine and emergency calls as required; maintains field communications during emergencies and incidents; transfers emergency calls to other agencies as warranted; enters and clears information on the CLETS system to assist field personnel with calls; sends warrant abstracts to other law enforcement agencies; performs warrant and records checks; updates daily dispatching logs; enters stolen property, repossessed property, and abandoned vehicle information into the teletype system; cleans and changes tapes on master recording equipment; maintains and updates data on business addresses and phone numbers; searches master recordings for needed information; processes warrants; performs a wide variety of office support assignments; operates office equipment and computers.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods in one position; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

## **DISPATCHER-EMD - 2**

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge of:

- Operating policies, procedures, and functions of the Amador County Sheriff Department.
- Laws, codes, and regulations related to transmission and reception of public safety communications.
- The general geography of Amador County.
- Proper operation and care of telephone, CLETS, computer terminal and voice radio equipment.
- Modern office methods and procedures.

#### Ability to:

- Operate radio communications and teletype equipment.
- Use sound judgment in dispatching personnel and equipment.
- Think clearly and act calmly in emergency situations.
- Read, analyze, and interpret laws, codes, rules, and regulations.
- Perform a variety of office support work.
- Deal courteously but firmly with general public.
- Establish and maintain cooperative relationship with those contacted during the course of work.
- Type at a rate of 45 words per minute.

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:

Experience: One (1) year of experience performing public safety dispatching work.

Certification: An incumbent must obtain Emergency Medical Dispatcher and Dispatcher Certification from P.O.S.T. within 12 months of initial employment.