



VALLEY COUNTY CLASS SPECIFICATION

Communications Deputy

Department: Sheriff's Office	Reports to: Communications Supervisor	Pay Grade: 8
Date Established: 1/2017	Date Revised:	FLSA Status: Non-exempt

SUMMARY

Answers emergency and non-emergency calls and quickly dispatches proper emergency services. Latitude is given for independent judgment and initiative within policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receives, evaluates, and prioritizes requests for emergency and non-emergency services;
- Interviews all emergency callers to determine the nature of the emergency and processes requests appropriately;
- Dispatches necessary emergency and non-emergency equipment and personnel to aid those in the field;
- Establishes a priority to each request in accordance with established guidelines and enters the request into the computer-assisted dispatch system;
- Maintains telephone contact with callers in evolving situations until the arrival of personnel;
- Calms emotionally distraught individuals, calmly responds to irate and abusive calls, and assists callers with language differences;
- Maintains accurate log of calls, activities, reports, requests, and related information;
- Monitors radio transmissions and mobile data terminal (MDT) traffic from field units to track availability and location and monitor for safety;
- Retrieves and provides information from computer systems to requesting field units;
- Performs general clerical duties;
- Enters information into computer systems;
- Responds to questions and comments in a courteous and timely manner;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS:

- High school diploma or equivalent;
- 1 year of clerical experience;
- Ability to obtain Idaho Law Enforcement Telecommunications System (ILETS) certification, National Crime Information Center (NCIC) certification, and CPR certification;
- Idaho POST certification for dispatch is preferred;
- Experience in Routine clerical work;
- Telephone operation skills;
- Ability to decipher radio transmissions and jargon;

- Skilled in operating a two way radio;
- General knowledge of Valley County roads, cities, and surrounding areas;
- Basic understanding of specialized Computer-Aided Dispatch (CAD) and Emergency Medical Dispatch (EMD) operating systems and multi-line telephone system;
- Strong computer skills;
- Strong customer service skills;
- Skilled in English grammar, spelling, punctuation, and composition;
- Ability to effectively communicate and listen callers in emergency and non-emergency situations, including eliciting information needed for responding units;
- Ability to follow guidelines and procedures;
- Ability to exercise good judgment in handling and prioritizing of calls;
- Ability to effectively communicate and make decisions related to dispatching emergency vehicles under stressful working conditions;
- Maintain a professional demeanor at all times;
- Strong verbal and written communication skills;
- Ability to listen for understanding;
- Able to articulate ideas in the English language;
- Ability work independently and exercise initiative, with general guidance and supervision;
- Ability to work as part of a team;
- Good judgment and problem-solving skills;
- Ability to maintain a professional demeanor;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to demonstrate integrity and ingenuity in the performance of tasks and solving problems.
- Ability to work all shifts including week-ends and holidays.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the essential functions of the position, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this position includes those which permit the employee to discern verbal instructions and communicate effectively in person, via radio and by telephone. While performing the duties of this position, the employee works in an office setting where the noise level is usually moderate. This position works various shifts, including holidays and week-ends.