



## CLASS SPECIFICATION

**Class Title:** Dispatcher II  
**Department:** Sheriff  
**FLSA:** Non-exempt

**Class Code:** 1141  
**Grade:** 16  
**Eff. Date:** 1/1/1994  
**Revised:** 6/24/2021

### GENERAL PURPOSE

Under general supervision of the Shift Commander or Communications supervisor, performs working level complex work involving the use of a computer and radio equipment to dispatch emergency personnel.

### EXAMPLE OF DUTIES

Performs 911 dispatcher duties in a stressful environment where multiple emergency situations occur simultaneously. Receives and screens telephone requests for emergency and non-emergency services; receives and transmits emergency radio messages and non-emergency service messages. Prioritizes calls; maintains complete status and record of each emergency.

Receives, transmits and records telephone calls, signals, and messages related to police, fire, and medical emergencies using various communication equipment. Dispatches proper emergency personnel and equipment to appropriate locations. Monitors location, status, and needs of police, fire, medical and other emergency personnel via radio, telephone, computer, logs and other means of communication; maintains complete and accurate field unit status.

Receives complaints from the public concerning crimes, accidents, and other emergencies; obtains information regarding priority and details of requests/complaints; directs and broadcasts information to appropriate emergency response units. Relays instructions or questions from broadcasts and complaints received; coordinates law enforcement, fire, medical and other emergency requests.

Provides emergency medical assistance to the public via telephone. Provides assistance to callers with medical emergencies complying with emergency medical dispatch protocols and conveying pre-arrival instructions.

Communicates with a variety of emergency and non-emergency units, including law enforcement, fire, emergency medical units, hospitals and other related units following proper protocols.

Writes complaint reports when requested by Communications Supervisor.

Participates in drills and exercises for specialized emergencies.

Operates the following communications equipment: enhanced equipment associated with the 911 public safety answering point (PSAP); multi-channel radio transmitters and receivers; multi-channel fire alerting system; computer-assisted dispatch (CAD) system; satellite phone; paging system; telephone and mobile mapping system; computer terminals; multiple line telephone system; 911 emergency system; TTY or relay system to communicate with the hearing impaired. Operates two or more communication systems simultaneously. Reports equipment malfunctions in a timely manner.



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Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs related duties as assigned.

### MINIMUM QUALIFICATIONS

#### 1. Education and Experience:

High school graduation (or equivalent) plus thirty (30) months of continuous full-time public safety (911 communication center using computer-aided dispatch system) dispatcher work experience.

**Career Ladder:** This position is part of a career ladder job series. An incumbent may be eligible for career ladder advancement to Dispatcher II on his or her eligibility date after meeting the minimum requirements for the position and upon supervisor's recommendation and Administrative Officer concurrence. An employee must be in good standing with the Sheriff's Office, including no disciplinary actions greater than a coach and counsel within the last 12 months.

#### 2. Special Qualifications:

Must be able to type 40 wpm.

Must possess a valid Emergency Medical Dispatcher (or equivalent) and CPR certifications.

Must possess a valid Utah Peace Officer Standards and Training (POST) Dispatcher Certification.

Must pass the Davis County Sheriff's Office (DCSO) background investigation.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

#### 3. Necessary Knowledge, Skills, and Abilities:

**Knowledge of:** geographical areas served; UCJIS, NCIC, and BCI regulations; Communication Center operations, policies, procedures and practices; emergency communication equipment and terminology; the operation of a dual radio and multiple line telephone system, the Federal Communications rules and regulation, computer operations.

**Skill in:** operating all emergency communication equipment; performing accurate data entry;



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performing multiple tasks and using emergency communication equipment simultaneously; reading maps.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

**Ability to:** respond appropriately and professionally to verbally abusive, uncooperative, or frightened callers; perform multiple tasks simultaneously with frequent interruptions; speak distinctly; distinguish and give address accurate directions; hear and distinguish multiple levels of sounds and tones while listening to audio communications; maintain alertness and composure during emergency situations; solve problems and prioritize emergency requests rapidly; understand and comply with all applicable protocols; perform multiple tasks simultaneously; follow written and oral instructions; communicate clearly and concisely with callers and staff; establish and maintain effective working relationships with other employees, other agencies, and the general public.

### WORKING CONDITIONS

Work in a secure facility. Perform duties in a stressful and highly demanding work environment. Work various shifts including afternoons, graveyard, holidays and weekends. Use telephone and emergency equipment simultaneously and monitor multiple computer screens. Receive and quickly process auditory information in an environment with background noises including telephone ringing, multiple frequency radio traffic, and general conversation. Intermittently while seated at a work station, twist and reach for items located in the work area. Throughout a shift, frequently stand/sit to retrieve items from other locations within the dispatch center.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.***