



CLASS SPECIFICATION

Class Title: Lead Dispatcher
Department: Sheriff
FLSA: Non-exempt

Class Code: 1143
Grade: 20
Eff. Date: 2/1/1993
Revised: 6/24/2020

GENERAL PURPOSE

Under general supervision of the 911 Communications Director, performs first line supervisory and dispatching responsibilities for Davis County Communications Center.

EXAMPLE OF DUTIES

Supervises assigned shift personnel; receives and assists in resolving complaints from the public, other agencies, field units, or employees regarding dispatcher performance; notifies supervisor of complaints and actions.

Ensures completion of employee training; provides input on training; assesses subordinate training and identify additional training to improve performance; monitors and documents subordinate training to ensure mandated training requirements are being met.

Ensures shift coverage and maintains staffing requirements, including preparation and dissemination of staffing schedules, understanding leave policies (sick, vacation, holiday, specials), training, FMLA and other federal, state, and county requirements.

Participates in quality-assurance process by conducting quality-assurance practices with documentation and timely feedback to subordinates, as defined by the department.

Actively participates in performance reviews and evaluations and documents results; addresses and documents positive and negative performance issues; meets regularly with subordinates to maintain open communications; communicates critical errors to employees immediately; recognizes exceptional operational achievements and challenges.

Conducts appropriate level of inquiry in response to performance-related complaints as defined and authorized by the agency.

Receives complaints from the public concerning crimes, accidents, and other emergencies; broadcasts information to emergency response units.

Relays instructions or questions from broadcasts and complaints received; coordinates law enforcement, fire, medical and other emergency requests; relays instructions by radio or telephone sources concerned with dispatcher information to appropriate units.

Operates the following equipment: multi-channel radio, paging system, computer terminal, telephone/radio recorder system, multiple line telephone system, 911 emergency system, and TTY system for deaf.

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



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Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

High school graduation (or equivalent) plus five (5) years of full-time dispatcher experience with the Davis County Sheriff's Office or similar law enforcement or 911 agency.

2. Special Qualifications:

Must be able to type 40 wpm

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

Must possess a valid Emergency Medical Dispatcher and CPR certification.

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

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

Must possess a valid Utah Driver License.

3. Necessary Knowledge, Skills, and Abilities:

Knowledge of: UCJIS, NCIC, and BCI regulations; dispatch operations, policies, procedures and practices; the operation of a dual radio and multiple line telephone system; Federal Communications rules and regulations; related computer operations. Working knowledge of supervisory and management principles and techniques.

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.

Skill in: keyboarding and using all 911 emergency communication equipment.

Ability to: assign, organize, supervise and evaluate the work of others; maintain composure during emergency situations; solve problems and prioritize emergency requests rapidly; effectively communicate using radio, paging system, computer terminal, digital recorder, multiple line telephone system, 911 emergency system, and TTY system. 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.



CLASS SPECIFICATION

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.***

Approval Information

Date:	6/24/2021
Department Approval:	Tiffany Hess
HR Generalist Approval:	Nathalia Cornell
Classification Approval:	Marina Brito