

**SAN JUAN COUNTY  
JOB DESCRIPTION**

TITLE:                **DISPATCHER**                    GRADE NUMBER:        **9**  
DIVISION:           **PUBLIC SAFETY**                EFFECTIVE DATE: 02/07/08  
DEPARTMENT:       **SHERIFF**

**GENERAL PURPOSE**

Performs professional duties related to dispatch and control room operation, including indirect supervision of the inmates in their dayrooms and during movements.

**SUPERVISION RECEIVED**

Works under the general supervision of the Corporal.

**SUPERVISION EXERCISED**

Provides general supervision to the inmates in their dayrooms and during movements.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES**

Observes video monitors and communicates with others via the intercom system. Monitor inmate activity in the cell blocks, hallways, and every other portion of the jail for violations of the rules and other improper behaviors. Keeps count of and supervises inmates during movements to outside recreation, library, class rooms, booking areas and interview offices.

Maintains a constant watch for escape attempts or assaults on other inmates and/or staff members. Masters all security and electronic functions to ensure total security in the jail. Is responsible for the operation of all electronically operated doors in the facility, limiting access to, and within the secured areas, to those who are allowed into those areas by proper authority. Advises the shift supervisor of any conduct that is suspicious and may warrant further investigation.

Answers all 911 calls and gathers all information available from the calling party. Dispatches all EMS, fire, and law enforcement personnel to areas of need. Relays information to these parties as may be needed to help them in responding to render assistance to the public. Becomes familiar with all policies, procedures and emergency plans of the Sheriff's Office.

Operates the in-house and State computer links to retrieve and record information which the officers need in the performance of their duties in accordance with the dissemination agreements signed with the State of Utah.

If the dispatcher is a female, she may be asked to assist the corrections staff with searches or other

duties involving female inmates.

Performs other duties as assigned by the Sheriff.

## **MINIMUM QUALIFICATIONS**

### **1. Education and Experience:**

- A. Be a high school graduate or have a GED.
- B. Be certifiable by Bureau of Criminal Identification to operate the State Computer system and access the local, state, and federal computer files.

### **2. Required Knowledge, Skills and Abilities:**

Knowledge of computers and their operation. Some knowledge of general office practices, including telephone etiquette, filing practices, taking messages, etc. Some knowledge of County geography, road systems, and boundaries. Some knowledge of first aid administration, interpersonal communication skills, English grammar, and technical writing skills.

Some skill in the operation of computer equipment, typewriters, radio equipment, and telephone equipment.

Ability to use computer equipment to record and retrieve information for use by the officers in performance of their duties. Ability to answer the telephone and deal with the public, gathering information to relay to field personnel and to handle complaints. Ability to interpret medical information from a standard card file or computer file and relay that information to callers to assist them until the arrival of emergency medical personnel. Ability to perform and document several different tasks at the same time without losing track of any of them. Ability to prioritize tasks and to demonstrate knowledge of how to react in emergency situations. Ability to demonstrate problem solving capability. Ability to communicate effectively verbally and in writing. Ability to maintain composure and control in stressful situations.

### **3. Special Qualifications:**

Must pass a background check and become certified by the Bureau of Criminal Identification in the use of the State and Federal computer systems.

Must maintain State certification by attending semiannual training on the computer system and completing a biannual certification test.

Must satisfactorily complete 80 hours of on the job training as outlined by the Sheriff's department.

Must certify and maintain certification as an Emergency Medical Dispatcher.