

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: JULY 19, 2012
REVISED: SEPTEMBER 7, 2012
CLOSING DATE: SEPTEMBER 13, 2012

DEPARTMENT: Sheriff's Office

POSITION: 911 Dispatch Supervisor

LOCATION: Payson

JOB CODE: 12-064

OPEN TO GILA COUNTY EMPLOYEES ONLY

FILL OUT THE 911 DISPATCHER APPLICATION

ANNUAL SALARY: \$36,296.00-\$44,241.60 DOE

NATURE OF WORK

Supervises staff and operations of a public safety dispatch work shift in a multi-agency dispatch center; assures compliance with County procedures to protect the safety of law enforcement officers, emergency services personnel, and the public.

DUTIES AND RESPONSIBILITIES:

- Supervises staff and oversees the activities and functions of an assigned shift of 911 Dispatchers; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; schedules staff, assesses work performance; trains employees on equipment, procedures and system upgrades; provides direction and guidance on technical and policy issues; maintains harmony among workers and attempts to resolve grievances..
- Assures that emergency center equipment and systems are operating and functioning within defined parameters; may troubleshoot equipment and applications to identify operational problems and issues; coordinates with appropriate agency on technical repairs.
- Monitors telephones and radio in dispatch center; assures that calls for service and messages requiring action by the emergency services departments are handled in accordance with County rules and regulations; supervises operations to standards mandated by state and Federal regulations.
- Coordinates the delivery of emergency dispatch services in conjunction with police, fire and medical emergency service providers.
- Answers incoming calls including 911, non-emergency and TBFED emergency line; enters calls for service into computer aided dispatch (CAD) system; dispatches calls for service to appropriate emergency response personnel; organizes ambulances and/or helicopters required for fire or medical emergencies.
- Coordinates mutual aid as required; provides updates to agencies providing emergency response.
- Reviews CAD records, ACJIS/NCIC and MVD records for persons, vehicles, weapons and articles involved with calls.
- Enters/modifies/cancels/clears inquiries regarding stolen vehicles and property, license plates, securities; missing persons, wanted persons and orders of protection.
- Operates emergency radios for Police, Fire, EMS, Probation, Forest Service, Rope Rescue, and Search and Rescue Team; relays information, directions and commands.
- Responds to call outs for Search and Rescue, Border Patrol, Child Protective Services, Public Works, and towing companies.
- Conducts employment, work release, citizen observer, sex offender and other requested criminal history and background checks.

WORKING ENVIRONMENT:

Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations.

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EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. and three (3) years public safety dispatch experience; or equivalent combination of education, training and experience; type 35 words per minute. ACJIS Terminal Operator Certification; May be required to obtain additional specific skills and technical certifications.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

Knowledge of: County policies and procedures for dispatching law enforcement officers and other emergency services; equipment utilized in law enforcement communications including radio, computer and dispatch equipment; local and regional geographical area, road systems, and the locations of landmarks and buildings; legal and law enforcement terminology; applicable state and Federal rules, codes and regulations; County policies and procedures; dispatch standards and protocol; regulations governing emergency dispatch services; ACJIS and 911 systems and equipment; supervisory principles, practices and methods.

Ability to: Handle multiple tasks simultaneously, under pressure, in emergency and stressful situations; plan, prioritize and carry out assignments with minimum supervision; coordinate with emergency response providers and coordinate the delivery of dispatch services; utilize ACJIS and 911 computer systems/equipment; accurately document calls for emergency service; review and update records; monitor emergency radios; communicate effectively and provide oral/written instructions; supervise, lead, and assess work performance of others.

Skills in: Leading and supervising day to day emergency dispatch services, activities and staff; determining priorities and handling high-pressure situations; obtaining information from hostile or emotional citizens; communicating clearly and concisely, and relaying details accurately; remembering names, numbers and locations, and reading maps quickly and accurately; effectively communicating in written and verbal forms; writing and completing accurate reports; establishing and maintaining effective working relations with co-workers.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.