

Morgan County VACANCY ANNOUNCEMENT

POSITION: Public Safety Dispatcher/Communication Tech

DEPARTMENT: COMMUNICATION CENTER

Application Requirements:

Please submit FULLY COMPLETED application, letters of reference, or any transcripts of college coursework that is applicable. You may attach any information that may enhance your application. Direct all material and correspondence to:

Fort Morgan Workforce Center
426 Ensign
Fort Morgan, CO 80701

SALARY: \$2775/month

VACANCY CLOSING DATE: until filled

APPROXIMATE STARTING DATE: June 1, 2016

Please refer to job description for duties and qualification summary and other important information.

Morgan County is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital status, political affiliation, or any other legally protected status.

MORGAN COUNTY POSITION DESCRIPTION

TITLE: Public Safety Dispatcher/Communication Tech **GRADE:** PS 5

DEPARTMENT: Communications Center **DIVISION:** Public Safety

EXEMPT/NON-EXEMPT: Non-exempt **REVISED:** March 2016

JOB DEFINITION:

This highly responsible and technical work involves the efficient operations of the Morgan County Communications Center. Under direction of the Communications Director, Operations Supervisor, and/or the Public Safety Dispatch Supervisor, the Public Safety Dispatcher provides computer aided dispatch services for law enforcement, fire, emergency medical services and other user agencies. Dispatch personnel are responsible for receiving emergency and non-emergency calls, identifying the needs of callers, prioritizing calls, determining jurisdiction, and dispatching appropriate units and equipment. Functions as a vital communication link between citizens and emergency/non-emergency services both independently and as a member of a team. This employee must be available to work any shift with rotating days off, which will include weekends, holidays, as well as extended hours in emergency, disaster or other situations influenced by workload or staffing difficulties. This position will report directly to the Communications Center Director, Operations Supervisor and/or Public Safety Dispatch Supervisor.

ESSENTIAL REQUIREMENTS, DUTIES, AND RESPONSIBILITIES:

The following duties are typical for this position. Employees may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address the department needs and changing practices.

- ◆ Receives and prioritizes incoming calls from the public on a multi-line telephone system, emergent (911) and non emergent, requesting police, fire, medical and/or other assistance. Determines nature, location and priority of calls by, quickly analyzing complex information in emergency or dangerous situations and makes decisions concerning incidents involving the lives and property of citizens. Directs calls to the appropriate agency when an emergency services response is not required.
- ◆ Provide Emergency Medical Dispatch (EMD) rescue assistance; triage in-coming requests for emergency medical service to determine the level of response; provide pre-arrival instructions to the caller including but not limited to cardiac arrest, airway management, control of bleeding and assisting with childbirth. Must use established Emergency Medical Dispatch protocols to immediately provide help to the victim or other party; operate within an established quality assurance standard of service.
- ◆ Communicates effectively, courteously and clearly in English, both verbally and in writing, speaking distinctly, responding promptly. Communicates with irate, hysterical, aggressive and/or abusive individuals while maintaining composure and attempting to verbally calm them.

- ◆ Enters information into a Computer Aided Dispatch (CAD) system received from the public and/or user agencies. Documents all activity, locations, and status in the CAD system for public safety personnel, quickly disseminating any additional information. Inputs, updates, requests, transmit, and queries information from a variety of sources to maintain current accurate records or to access databases for information requested by user agencies.
- ◆ Assigns appropriate public safety personnel to routine and emergency calls for service using a multi channel public safety radio system. Prioritizes and obtains pertinent data from both emergency and non emergency requests and transmits all pertinent information to the appropriate field units using proper radio format. Maintains communications, safety and monitors the status of field units for arrival at dispatched location, changed locations, and dispatches requested information or additional assistance as needed. Dispatches and coordinates emergency personnel and equipment for mutual aid response, activating incident command as needed, following established procedures.
- ◆ Receives requests from law enforcement or other authorized personnel regarding, but not limited to, computer clearances and information searches such as vehicle registration, driving records, criminal histories, and warrant information in the Colorado Crime Information System (CCIC) and/or National Crime Information System (NCIC). Enters, modified, cancels, clears inquiries regarding stolen vehicles and property, license plates, missing persons, and wanted persons, following established procedures. Receives and distributes teletype messages and forward documents to other agencies as needed.
- ◆ Maintains knowledge of the geography for all of Morgan County, including but not limited to, street locations and landmarks in the cities of Hillrose, Snyder, Brush, Fort Morgan, Log Lane Village, Wiggins, Hoyt, Orchard, Weldona, and Goodrich. Maintains a general knowledge of the geography and landmarks of surrounding counties and response districts for Morgan County user agencies in such counties.
- ◆ Simultaneously listens and comprehends both telephone and radio traffic. Hear in the normal range. Simultaneously inputs, retrieves and maintains information, reading from multiple computer screens and printouts while operating multiple keyboards.
- ◆ Concentrates on tasks through many distractions. Maintain work area neatly, safely, and in an organized fashion; organizes time and materials and uses skills and judgment to handle a variety of duties at once; determines duties of the most pressing nature and set priorities. Monitors supplies used by Center staff and informs appropriate personnel of additional quantities needed.
- ◆ Monitors the security of the Center by observing security cameras and door controls. Accurately briefs relief personnel of current situations, status of all on duty field units, including locations and status of emergency response equipment.
- ◆ Maintains comprehensive knowledge and understanding of the Morgan County Government's Policy and Procedure manual, as well as, the Morgan County

Communications Center's Policy and Procedure manual. Implements policies and procedures as established.

- ◆ Trains new personnel in the operations of the Communications Center, including emergency dispatch methods, procedures and techniques as delegated by the Operations Supervisor.
- ◆ Operates a variety of communications and computer equipment such as radio consoles, telephones, and related software applications. Reports all needs for maintenance or repairs to appropriate personnel.
- ◆ Attends training/schools/seminars and other County related events that may require travel.
- ◆ Performs as a responsible steward of the public trust and strives for excellence in public service. Acts in a civil, respectful manner at all times to management, co-workers, user agencies, and/or general public.
- ◆ Performs other duties as may be assigned.

ESSENTIAL KNOWLEDGE OF:

- ◆ Ability to keyboard at the speed of 35 words per minute.
- ◆ Ability to pass specific oral, written, and computer based exams.
- ◆ Ability to remain calm, think clearly, and react swiftly during an emergency.
- ◆ Ability to assign and coordinate emergency activities on a county wide basis.
- ◆ Ability to direct, instruct, and control employees in all phases of the Center's operation.
- ◆ Considerable knowledge of proper law enforcement, fire, and EMS procedures and practices.
- ◆ Ability to communicate clearly and concisely verbally and in writing.
- ◆ Knowledge of contemporary methods relating to police, ambulance and fire operations.
- ◆ Knowledge of command responsibilities.
- ◆ Knowledge of computer systems and their application to public safety communications.
- ◆ Ability to establish and maintain effective working relationships with other.
- ◆ Considerable knowledge of the Center's training programs.
- ◆ Must complete certification for Emergency Medical Dispatch protocols
- ◆ Must complete certification for Colorado Bureau of Investigation – CIJIS Security and OSN requirements.
- ◆ Must complete certification for Emergency Management Institutes NIMS Courses IS-700 and IS-100 within six (6) months of hire.
- ◆ Ability to meet all departmental hiring and retention requirements including thorough background and criminal history checks.

EDUCATION:

High school graduate or GED equivalent.

WORK ENVIRONMENT:

Dispatch Environment: The work of this classification is in an open-space environment and stationary setting. Will work with and are surrounded by computerized control panels that require

detailed dexterity. The majority of the time is spent in a seated position; however, Communications Officers have freedom to stand and move in a limited area (limited to headset cord length). Headsets are worn at all times while on duty. Communication Officers are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations. Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards.

PHYSICAL DEMANDS typically involve, but are not limited to:

Hearing and Speaking:

- ◆ Hear, understand and respond to verbal information in person, by phone, or by radio, including difficult to understand callers.
- ◆ Speak clearly and concisely in English.
- ◆ Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone/radio headsets, multi-line telephone systems and complex communications equipment.

Seeing and Reading:

- ◆ See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats.
- ◆ See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone/radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals.
- ◆ See color differentiation as necessary to distinguish color variations on maps, computer screens, and radio consoles.

Mental acuity and alertness:

- ◆ Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations.
- ◆ Engage in frequent interpersonal interactions that are stressful or sensitive in nature.
- ◆ Handle difficult interpersonal interactions and complaints with tact and diplomacy.
- ◆ Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy.
- ◆ Think and apply judgment, discretion, and initiative in accomplishing work.
- ◆ Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime.

Manual dexterity and typing:

- ◆ Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers.
- ◆ Performing multiple tasks requiring manual dexterity at the same time.
- ◆ Write legibly.

Physical dexterity:

- ◆ Sit for extended periods of time; stand or walk as necessary.
- ◆ Sit for extended periods of time particularly during high stress situations.
- ◆ Stretch, reach, or lift objects or materials that may be up to 25 pounds in weight.

Driving:

- ◆ Individual must be able to operate a motor vehicle and have a valid Colorado drivers license.

Employee Signature:	Date:
Human Resources:	Date: