

WASHINGTON COUNTY
Job Description

JOB TITLE: Lead Dispatcher

Exempt (Y/N):No

DEPARTMENT: Sheriff's Office

DATE REVISED: October 2012

SUPERVISOR: Dispatch Manager

SUMMARY:

The incumbent is responsible for functioning as the lead dispatcher for an emergency response communications center. The center is also the primary Public Safety Answering Point (PSAP) for Washington County 911 calls. Responsibilities include assisting the Dispatch Manager with supervision, training and scheduling for the line dispatchers to ensure the center runs smoothly and officer safety is kept of the highest priority. Assist with maintenance of communications equipment, including radios and computer consoles to ensure all calls for service are responded to by the appropriate personnel in a safe, prompt, and efficient manner. Work includes dispatcher responsibilities and duties as well. Work is performed under the general direction of the Dispatch Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Assist the Dispatch Manager to ensure all calls for service are promptly and efficiently handled by communications personnel and are transmitted or transferred to the appropriate personnel according to current policies and procedures.
2. Supervise dispatchers on assigned shift who handle life and death situations on a daily basis and situations that could incur great liability if not handled properly.
3. Assist the Dispatch Manager in ensuring the Computer Mapping Systems are current and remains up to date.
4. Assist the Dispatch Manager with supervision of dispatchers on assigned shift, entering and deleting warrants, orders of protection, missing persons, runaway juveniles, stolen and impounded vehicles, and articles in the Arkansas Crime Information Center/National Crime Information Center system for Washington County Sheriff's Office and Small Town Police Departments. These personnel must make entries and deletions according to State and Federal law.
5. Perform Computer Aided Dispatch system database maintenance as directed by the Dispatch Manager.
6. Assist the Communications Manager in handling problems and complaints involving assigned shift personnel.

7. Assist the Dispatch Manager with day-to-day operations and personnel of assigned shift to include payroll and scheduling.
8. Assist the Dispatch Manager with any necessary training and development of an evolving training program.
9. Assist the Dispatch Manager to ensure quality control and quality improvement is maintained for all calls for service received by the dispatchers.
10. Assist the Dispatch Manager as needed, with communications dispatch manual and training manual updates.
11. Disseminate information to the news media in accordance with 911 regulations and Freedom of Information Act.
12. Assist the Dispatch Manager as needed, with supervisory responsibilities, which may include, interviewing potential employees, performance evaluations, and logging monthly statistics.
13. Answer five E-911 emergency lines and connect the caller with the appropriate Emergency Services if fire protection or ambulance service is required, or dispatch law enforcement, ambulance, fire department, or ambulance service to the scene as required and remain on line with caller until agency arrives, when necessary.
14. Answer in excess of 175,000 calls on the eleven incoming lines on the Sheriff's Office switchboard and route the calls appropriately.
15. Provide information to the public, answer phones for other police agencies, receive and relay information for Washington County Officers, nine small town Police Departments, Arkansas State Police, Arkansas Highway Police, Game & Fish, VA Police Department, Prairie Grove Battlefield Park, Devil's Den State Park, special law enforcement task forces and Arkansas Wireless Information Network (Arkansas Department of Emergency Management).
16. Maintain log on all radio traffic, emergency and non-emergency calls including maintaining calls for service in all situations where an officer is requested, and take special reports as required.
17. Operate the computer terminals from the National and Arkansas Crime Information Computer systems to include obtaining information on persons, vehicles, guns, articles, boats, aircraft, and hazardous material, and enter/delete/validate information into both systems. Maintain current and accurate validations on active entries on a monthly basis and maintain the hot file log in accordance to ACIC/NCIC rules and regulations.

18. Maintain a log on all wreckers called by the Sheriff's Office, repossessed vehicles, and complete ACIC entry forms. Ensure that wrecker rotation is adhered to which expedites responses to accident scenes and other calls for service.
19. Change paper and toner in the terminal computer printer's, dispatch printer and fax machine. Monitor area police frequencies and weather situations, type and file reports, make trouble reports on E-911 equipment, and use the TDD function on our phone system when necessary to communicate with the hearing impaired. Use the Zetron radio system to dispatch officers to calls for service, broadcast officer safety information, broadcast weather reports, and to communicate with officers. Monitor the fax machine for incoming requests or information.
20. Maintain frequent radio contact with officers as a safety precaution. Responsible for approximately 375 officers, not including state agencies and communicate with other agencies as needed.
21. Maintain logs for Bail Bondsmen, Livestock, Extra Patrol list, Hospice list, Business Representative list, Jury lists and Computer Aided Dispatch Geographical File.
22. Operate the recording system to include, monitoring status of recordings, system alarms, and making copies of phone calls or radio traffic when requested.
23. Monitor and operate the Sheriff's Office, Washington County Courthouse, Juvenile Justice Complex, South Campus Annex and Tactical Training Facility and Washington County Historical Courthouse alarm systems.

SUPERVISORY RESPONSIBILITIES:

Carries out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The individual in this position must not have a felony conviction.

EDUCATION and/or EXPERIENCE:

Graduation from High School or GED with two years or more related experience. Knowledge of law enforcement, jail operations, civil papers, County policies and procedures and federal and state laws.

OTHER SKILLS and ABILITIES:

The individual in this position must be familiar with and operate a multi-line phone system, must be licensed to operate the ACIC (Arkansas Crime Information Center) and the NCIC (National Crime Information Center) computer system. General office skills are required to perform the duties of this job, to include proficient usage of a personal computer and other related software programs. Must be able to effectively operate standard office equipment. Excellent oral and written communication and problem solving skills are also required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and sit; use hands to finger, handle, or feel objects, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.