

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: EMERGENCY COMMUNICATION'S SPECIALIST II

Exempt: No	Job Type: 4267E
Pay Grade: E425	Department: Office of the Sheriff
Approved/Reviewed By: Sheriff Darren Weekly	Date: 01-10-23

General Duties:

The Emergency Communications Specialist II (ECS II) is an intermediate-level communications position and serves as the entry classification for qualified lateral dispatchers from comparable public safety communications centers. The ECS II position independently performs emergency call taking, provide Emergency Medical Dispatch (EMD) instructions, operate CCIC/NCIC systems, and dispatch one radio discipline (Law Enforcement or Fire/EMS).

Supervision Exercised: None

Supervision Received: This position reports to a Supervisor, Dispatch.

Essential Duties and Responsibilities: (The following examples are illustrative only and are not intended to be all inclusive.)

- Receive, evaluate, and prioritize emergency and non-emergency requests from the public for law enforcement, fire, EMS, and allied agencies.
- Operate advanced public safety communications technology, including computer-aided dispatch (CAD) systems, advanced location tracking tools, paging systems, and radio consoles.
- Accurately query, enter, modify, and clear critical records—including warrants, vehicles, articles, and criminal histories—within state and national database systems (CCIC/NCIC).
- Provide accurate direction and assistance to emergency and non-emergency callers, referring or transferring calls to outside agencies when appropriate.
- Maintain proficiency in all Emergency Communications Specialist I responsibilities, Emergency Medical Dispatch (EMD) protocols, and active CCIC/NCIC certification.
- Demonstrate operational proficiency in one assigned radio discipline (Law Enforcement or Fire/EMS), coordinating field resources while prioritizing first responder safety.
- Serve as a Communications Training Officer (CTO) as needed by instructing new staff, monitoring performance, conducting evaluations, and setting weekly training goals.
- Deliver public education presentations, represent the agency at community events, and promote a positive, professional image of DR911 at all times.
- Attend shift briefings to gather daily operational intelligence and promptly notify supervisors of critical or unusual incidents.
- Demonstrate knowledge, and exemplify the highest standards of integrity, ethics, and professionalism both on and off duty, aligning with the values of the Douglas County

Sheriff's Office and DR911.

- Maintain confidentiality at all times for citizens, emergency responders, and employees defined under HIPPA.
- Perform other related duties as assigned to support daily agency operations.

Knowledge, Skills and Abilities:

- Efficiently receive, record, and process simultaneous emergency calls, applying rapid critical thinking to accurately prioritize responses and dispatch the appropriate personnel and support agencies.
- Exercise sound judgment and make decisive, high-stakes decisions under extreme pressure; navigate scenarios lacking standard operating procedures (SOPs) in consultation with on-duty supervision.
- Interpret complex mapping systems and leverage comprehensive local geography knowledge to provide accurate, timely routing for field personnel, partner agencies, and the public.
- Employ advanced active listening and de-escalation techniques to elicit vital, accurate information from highly distressed, irate, or impaired callers.
- Maintain precise, high-speed keyboarding skills while logging real-time incident data; rigorously audit information to ensure error-free records and database integrity.
- Communicate complex information clearly and succinctly, both orally and in writing, across emergency and routine operational channels.
- Build and sustain productive, cooperative working relationships with coworkers, response personnel, allied public safety agencies, and the community.
- Exemplify agency values by demonstrating high ethical standards, professional decorum, compassion, and empathy in every interaction.
- Maintain high-level audio and visual perception needed to multitask continuously, including monitoring multiple screen formats, listening to multi-channel headset communications simultaneously, and tracking live field operations.
- Regular predictable attendance. A reliable form of transportation for the performance of work responsibilities is required.
- Ability to work all shifts in a 24/7 operation including: nights, weekends, holidays, on-call and mandatory overtime.

Minimum Qualifications:

- High school diploma or GED.
- Ability to pass qualifying physical exams, polygraph, psychological and background investigation.
- Must successfully complete training and demonstrate proficiency in: Emergency Call Taking, Non-Emergency Call Taking, CCIC/NCIC, One Radio Discipline (Law Radios or Fire Radios), and maintain certificates in CPR and EMD.
- Possession of a valid Colorado Driver's License.
- Lateral hires must successfully complete Douglas Regional 9-1-1's training and competency evaluations before working independently.

Competencies

Communication Skills: Effectively conveys information and expresses thoughts and fact clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts. Able to communicate effectively and maintain a positive working relationship with those we dispatch for. Is able to be assertive, when necessary to control an emergent situation. Projects voice clearly and can control a conversation under stressful conditions.

Social Awareness: Controls personal emotional responses and acts appropriately under high levels of personal stress. Listens with empathy towards others and displays compassion to those in distress. Acts in a manner designed to calm callers in distress.

Multi-Tasking: Can handle multiple projects and responsibilities simultaneously.

Reliability: Demonstrates integrity and accountability. Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate. Regular predictable attendance.

Customer Service: Demonstrates the ability to anticipate responder and citizen needs and deliver services effectively and efficiently using a professional demeanor.

Testimony: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Note: The successful applicant must be able to perform ALL of the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.