

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: SENIOR DISPATCHER – JDC86

Exempt: No

Pay Grade: E410

Approved/Reviewed By: Sheriff Darren Weekly

Job Type: 4116E

Department: Office of the Sheriff

Date: 01-10-23

General Duties: Plays a crucial role in guiding and supporting new emergency dispatchers in their professional development. Provides mentorship, training, and ongoing support to ensure that dispatchers acquire the necessary skills and knowledge to excel in their roles. This position requires a strong understanding of emergency dispatching procedures, excellent communication skills, and the ability to inspire and motivate others. Performs critical public contact and communications work necessary for dispatching emergency services. Provides operational data to personnel in accordance with established policy.

Supervision Exercised: None.

Supervision Received: Works under the assigned supervision within the Regional Communications Center.

Examples of Duties and Responsibilities:

- Includes all duties and responsibilities of a dispatcher.
- Provide guidance and mentorship to new emergency dispatchers, helping them navigate the challenges and demands of the role.
- Conduct training sessions and workshops to educate dispatchers on emergency response protocols, procedures, and best practices.
- Assist in the development and implementation of training programs, materials, and resources for emergency dispatchers.
- Evaluate the performance of new dispatchers through quality assurance reviews, providing constructive feedback and identifying areas for improvement.
- Offer ongoing support and assistance to all dispatchers, answering questions, addressing concerns, and providing guidance in real-time situations.
- Foster a positive and collaborative learning environment, encouraging teamwork and professional growth among all dispatch personnel.
- Stay updated on industry trends, advancements, and changes in emergency dispatching practices, sharing relevant information with dispatchers.
- Collaborate with supervisors and manager to identify training needs and develop strategies for enhancing dispatcher performance.
- Serve as a role model for professionalism, empathy, and effective communication in emergency dispatching.
- Maintain accurate records of mentoring activities, progress, and outcomes.
- Performs other duties as required by law and assignment.

Education: High school graduate or GED.

Experience:

- Minimum of 5 years of dispatching experience, two consecutive years must be with Douglas Regional 911.
- Must be a current Communications Training Officer (CTO) in good standing.

Performance and Discipline:

- Proven experience as an emergency dispatcher, with a strong understanding of emergency response protocols, procedures, and equipment. Must possess strong working knowledge of both law and fire operations.
- Must maintain a score of 90% or above on quality assurance reviews.
- Excellent communication and interpersonal skills, with the ability to provide guidance, training, and support to all dispatchers, promoting professional development and ensuring consistent performance.
- Serve as a liaison between the dispatchers and leadership, communicating shared interests and goals while supporting the mission, vision, and values of the department.
- Strong problem-solving abilities and the capacity to make quick decisions in high-pressure situations.
- Ability to adapt to different learning styles and tailor training/mentoring approaches to individual needs.
- Patience, empathy, and the ability to provide constructive feedback and support to dispatchers.
- Proficient computer skills and familiarity with dispatching software and systems.
- Strong organizational skills and attention to detail.
- Willingness to stay updated on industry advancements and changes in emergency dispatching practices.
- Ability to maintain confidentiality and adhere to ethical standards.

Special Requirements:

- Must receive a recommendation letter from current Dispatch Supervisor.
- Must have received a satisfactory performance evaluation in the most recent rating period and no active letters of reprimand.

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 that 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.