

**DOUGLAS COUNTY  
SHERIFF'S OFFICE**

**JOB TITLE:** DISPATCHER EMD – JDC19

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<b>Exempt:</b> No	<b>Job Type:</b> 4250E
<b>Pay Grade:</b> E425	<b>Department:</b> Office of the Sheriff
<b>Approved/Reviewed By:</b> Sheriff Darren Weekly	<b>Date:</b> 01-10-23

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**Douglas Regional 911 Dispatchers are classified as First Responders**

First Responders are responsible for the protection and preservation of life, property, evidence, and the environment in the early stages of an incident. They are trained professionals who respond to emergencies and aid those in need.

First responders are often the first point of contact for victims of emergencies, and their actions can make a significant difference in the outcome of a situation.

The job can be physically and mentally demanding, requiring them to work long hours under challenging conditions.

**General Duties:**

Performs a variety of functions involved in receiving and relaying calls for emergency and non-emergency public safety assistance; appropriately assesses situations, makes critical decisions involving life-threatening situations, and accurately processes requests for assistance; possesses strong multi-tasking skills, operates a variety of telecommunications equipment including radio, telephone, computer-aided dispatch systems.

**Examples of Duties:**

- Receive, prioritize, and evaluate emergency and non-emergency calls for service and requests for help from the public requesting law enforcement, fire, EMS and other emergency services. Dispatch appropriate personnel and maintain the status and location of all law, fire and EMS units.
- Operate a variety of public safety communications equipment, advanced location systems, computer-aided dispatch systems (CAD), paging, and radio systems.
- Accurately access state and national computer systems to query warrants, license plates, driving records, and criminal histories. High level of proficiency when entering persons, articles, vehicles, etc., into the state and national computer system databases.
- Maintaining communication with emergency personnel via radio, mobile data terminal, phone, pager and in person.
- Answer 911 wireless calls for Douglas County and transfer the calls to other PSAPs, as appropriate.
- Ability to recognize and answer all Text-2-911 calls and transfer calls or information to other PSAPs, as appropriate depending on receiving center's capabilities.
- Provide assistance, information and direction to non-emergency callers; refer and/or transfer calls to outside agencies, as appropriate.

- Answer, enter, and dispatch all calls for fire/EMS in less than 90 seconds.
- May be assigned to field operations on critical incidents as an incident dispatcher.
- Utilize current Emergency Medical Dispatching (EMD) protocols to provide interim assistance to caller until EMS arrives.
- Provide callers interim assistance sometimes using life saving instructions or calming and information-gathering techniques until fire or law enforcement arrives.
- May be called upon to train new dispatch staff, monitor performance, provide instruction, prepare training evaluations, and prepare weekly goals.
- May be called upon to provide public education services and public speaking.
- Attend briefings and meetings to obtain information on daily activities and pertinent information. Responsible for notifying supervisor of any unusual situations.
- Exemplify the values of the Douglas County Sheriff's Office both on and off duty.
- Deliver work product and services with responsiveness, courtesy, and tact in personal interactions with customers, agency employees and staff.
- Perform other duties, as assigned.

**Abilities:**

- Receive, record, and respond to simultaneous multiple emergency calls for assistance, including the ability to correctly prioritize and communicate the responses of the appropriate personnel and support agencies.
- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Make critical decisions in the absence of a Standard Operating Procedure (SOP) under advisement of the on-duty supervisor.
- Read/interpret maps for the public, field personnel, and other agencies to assist in locating certain geographical areas; able to apply knowledge of local geography in order to provide appropriate and timely assistance.
- Effectively communicate and elicit good information from upset and irate citizens.
- Type accurately and at a speed necessary for successful job performance.
- Understand and be willing to follow written and oral instruction.
- Work various shifts as assigned.
- Communicate clearly and concisely both orally and in writing, in emergency and non-emergency situations.
- Accurately recall, identify, and categorize information
- Ensure accuracy of information by proofing work to detect errors
- Establish and maintain a cooperative working relationship with responder and citizens.
- Maintain confidentiality.
- Work as part of a team with coworkers and allied agencies.
- Exemplify the values of the department and demonstrate professionalism, compassion, and empathy.
- Maintain physical condition appropriate to the performance of the assigned duties and responsibilities including sitting or standing for extended periods of time at a fixed position until relieved, utilizing a computer keyboard and mouse making repetitive movements, operating assigned equipment.
- Maintain effective audio-visual discrimination and perception needed for making

observations sufficient to handle multiple tasks, communicating with others, reading and writing, reading computer screens with varying fonts and colors, operating assigned equipment, listening on a headset, listening to multiple conversations at one time.

### **Minimum Requirements:**

- High school diploma or GED.
- This is a shift position that requires the ability to work nights, weekends, and holidays in a closed, secure environment. Ability to work on-call and mandatory overtime is required.
- Ability to pass qualifying physical exams, polygraph, psychological and background investigation.
- Apply common sense understanding to carry out detailed and complicated procedures and instructions according to standard operating procedure.
- Ability to remain calm and effectively communicate under pressure and unusual circumstances.
- Ability to multitask and demonstrate strong attention to detail on a consistent basis
- Ability to utilize a headset for phones/radio and hear what is going on in a busy communications center
- Type accurately at a speed necessary for successful job performance.
- Proficient with personal computers and Windows based applications.
- Obtain required CCIC/NCIC, NENA Core Competencies, CPR and EMD certifications within 6 months of hire.
- Possession of a valid Colorado Drivers License.

### **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.

**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 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.