

## **COMMUNICATIONS OFFICER/DISPATCHER (LATERAL & ENTRY LEVEL)**

**DEPARTMENT:** Sheriff's Office

**REPORTS TO:** Chief Communications Deputy

**PAY:** 2776/month, effective 7/1/2013

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### **JOB OBJECTIVES:**

Operates the radio and is responsible for all police units at all times. Answers the phones, which consists of 25 incoming phone lines. Maintain accurate records and logs and complaints. Dispatch appropriate fire and ambulance departments as required.

### **ESSENTIAL JOB FUNCTIONS:**

1. The Dispatcher must be accountable for every officer that they have radio contact with. They must know where that officer is at all times. They are the only means of communication the officer has. He relies on the Dispatcher for his safety. They also dispatch emergency vehicles for Pateros, Tonasket, Omak, Malott, Okanogan, Riverside, Conconully, Mazama, Twisp, Winthrop, Oroville, Coulee Dam, Elmer City and when called upon, aid the U.S. Forest Service, Department of Natural Resources (DNR), Bureau of Indian Affairs (BIA), County and State road departments and aid in Search and Rescue missions. Also, when needs arise, they dispatch the coroner, funeral homes, wreckers, tow trucks and are frequently called upon to dispatch the Department of Social and Health Services (DSHS), County Alcohol, and Mental Health Departments.
2. Answer phones. The 911 phones take priority over all other calls. Dispatchers also answer phones for Omak, Twisp, Winthrop, Brewster, Tonasket, Oroville and Okanogan Police Agencies. There are ten (10) incoming lines, Okanogan and Omak fire halls, also the Methow Fire District, and an intercom system for all the offices in the Sheriff's Office and Jail stations. There are phone links with the Court House, Juvenile, Prosecutors Office and other county government agencies.
3. Recognize the different alarm systems. Dispatch receives numerous in-coming alarms for banks, schools, and various other agencies.
4. Keep accurate written logs. Dispatchers maintain logs for radio traffic, teletype messages, juvenile runaway reports, and house watches. Most logs are now computerized.
5. Dispatchers must be able to effectively operate the state computer which is based in Olympia and maintained by the Washington State Patrol. They need to know how to check on individuals for warrants, along with weapon and vehicle checks, and driver license status. They also send messages from our agency to other agencies in the state as well as nation-wide. They are required to know all phases of the computer.
6. Gather accurate complaint information and dispatch according to priority. Dispatchers must accurately record information on all complaints. They also must be able to relay accurate information on complaints to officers in their assigned areas and notify the proper supervisor as required.
7. Verify and confirm county warrants. It is the Dispatchers responsibility to make sure warrants are handled in a timely and proper manner according to state guidelines.
8. Appear in Court. If a Dispatcher is called upon to testify in a court case they must appear and be properly attired.

9. Release complaint information to the news media via the complaint board.
10. Miscellaneous duties. Check mailbox everyday for memos or messages. Read the daily log book for new issues that apply to your work activity. It is required to obtain a first aid card and CPR instruction and keep it current. Be cordial to all fellow employees and public citizens. Remain in the dispatch center during their eight (8) hour shift except for taking breaks. A Communications Officer must maintain a valid Washington State Driver's License.
11. Be aware of and comply with all department policies and procedures.
12. Must be able to work in harmony with all fellow employees on a continuing basis.
13. Perform a variety of other duties as assigned.
14. Shifts worked are rotating which may include holidays and weekends.

**REQUIRED QUALIFICATIONS:**

1. 18 years of age.
2. Valid Washington State Driver's license.
3. United States Citizen.
4. High School graduate or equivalent (G.E.D.).
5. Typing skills.

Applicant cannot have been convicted of any felonies. Background investigation, psychological and polygraph exams conducted on successful candidates. Hiring is provisional, based on outcome of psychological evaluation.

**DESIRED QUALIFICATIONS:**

1. Bi-lingual Spanish.
2. Prior communication (dispatch) experience.
3. Computer skills.
4. ACCESS Certification \* for Lateral Entry
5. EMD (Emergency Medical Dispatch) Certification \* for Lateral Entry
6. Telecommunicator 1 Certification \* for Lateral Entry

**EQUIPMENT USED:**

1. Radio (Multi-Channel)
2. Recorder (Audio)
3. Phones
4. Computer

**ADDITIONAL LATERAL ENTRY REQUIREMENTS:**

1. Must be currently employed as a full-time employee of a public emergency dispatch center/agency in a comparable position to that being applied for.
2. Must have successfully completed that agency's probationary period.

3. Must have been employed continuously for the past 24 months in the public emergency dispatch center/agency where he/she is currently employed.
4. Must successfully pass the lateral entry level Civil Service Examination process, consisting of an oral interview ONLY, and meet all minimum requirements for the position.
5. Must submit recent evaluations with application.
6. Provisional hires must pass a psychological profile test and a polygraph examination. A provisional hire is not to be confused with a provisional appointment, as defined in RCW 41.14.060 Section 7.