

# Rio Grande County Job Description

**Job Title:** Dispatcher  
**Department:** Sheriff  
**Reports To:** Jail Administrator  
**FLSA Status:** Nonexempt  
**Prepared By:** Sheriff  
**Prepared Date:** Updated September 2021  
**Approved By:**  
**Approved Date:**

## **SUMMARY**

Receives complaints from public concerning police emergencies and broadcasts orders to suitable units to investigate by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned Relays instructions or questions from remote units.

Records calls broadcast and complaints received.

Questions callers to determine location and seriousness of emergency and response needed.

Coordinates all police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Relays information between hospital staff and emergency medical technicians at site or in ambulance.

Provides preliminary first aid instructions before paramedic truck or ambulance arrives.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Monitors silent alarm system to detect illegal entry into business establishments.

Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

## **SUPERVISORY RESPONSIBILITIES**

Minimum supervisory skills required, must be able to address other employees by telephone or radio

## **QUALIFICATIONS**

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.

## **DISPATCH**

Responds to incoming calls on 24-hour schedule. Provides information, determines nature of calls for emergencies.

Dispatches calls to Rio Grande County deputies, GMS, Fire Dept., Search and Rescue US Forest Service Mineral County S.O. Colorado State Patrol, Del Norte P.D. Div. of Wildlife, and Lifeline as required. Conducts criminal record checks for deputies including NCIC and Motor Vehicle.

Monitors deputy activity via two-way radio.

Maintains daily logs of dispatch activities, Search and Rescue and response logs. Enters and cancel warrants.

Initiates contacts with the Courts, probation, Department of Social Services to ascertain validity of warrants, court times, extradition information, charges, and other information needed. Provides information re: violations, etc.

Operates control center to include opens and controls all doors and lights in control, booking, kitchen, walk-through sally port, sally port, corridor, and female and trustee pods. Monitors surveillance cameras, fire and water system alarm board.

Answers all calls coming into the Sheriff's Office. If requiring assistance, notify the proper agency or officer to respond. Monitor the two-way radio to ensure the safety and needs of officers in the field.

Operates two-way radio ensuring proper FCC procedures dispatch.

Performs all other duties as required by the Detention Administrator or Sheriff,

## **EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Must be 21 years of age.

Must be skilled in computer operations and usage.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Ability to understand and exchange written/verbal information and instruction.

Bilingual skills a plus but not required

**MATHEMATICAL SKILLS:**

Memorization skills to recall codes, locations and numbers. Basic math skills.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written and /or oral, form. Ability to remain calm and deescalate to respond to emergencies in timely manner, and determine emergency situations from callers.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid Colorado Driver License Required

CPR/First Aid 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 talk or hear. Requires auditory ability to hear signals, exchange routine conversation, and use a two-way radio and phones, Must be multi-task oriented, requires near vision for computer use. Must be able to remain seated for an extended period of time.

**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.