

EMPLOYMENT ANNOUNCEMENT

Wasatch County Sheriff's Office seeks full-time 911 Emergency Dispatcher (Grade H \$26.12-\$27.44). Responsible for County-wide emergency service dispatch activities. Requires equivalent to a high school diploma. Two (2) years office support with keyboarding and computer skills. Selected applicants are subject to, and must pass, a full background check. Applicant must possess or successfully obtain POST and EMD dispatcher certifications within 6 months of hire. Wasatch County Applications and complete job description are available from the Wasatch County Personnel Office 55 S 500 E Heber City or online at www.wasatchcounty.gov/personnel. Recruitment is open until filled with completed Applications being submitted to the Personnel Office at the above address or submitted online to personnel@wasatch.utah.gov. Wasatch County is an EOE.

WASATCH COUNTY JOB DESCRIPTION

TITLE: Dispatcher

GRADE NUMBER: Grade H - \$26.12-\$27.44

EFFECTIVE DATE: October 26, 2001 Revised 04-2024

DEPARTMENT: Sheriff

JOB SUMMARY

Performs a variety of working level technical duties involving the use of radio equipment to dispatch various emergency response agencies including: Sheriff's Office, Heber City Police Department, Wasatch County Search and Rescue, Wasatch Emergency Medical Services, Wasatch Fire District, Heber Valley Animal Services, Division of Wildlife Services, and State Parks in response to a variety of county and community emergency and assistance calls.

STEP AND GRADE CHARACTERISTICS

This is an entry level dispatcher position responsible for emergency service dispatch activities.

ESSENTIAL FUNCTIONS

Receives and coordinates all police, fire, ambulance, and other emergency requests. Relays instructions to radio units.

Types and Logs all citizens' requests for services.

Monitors specialized alarm systems for banks and other institutions.

Dispatches patrol deputies, officers, and emergency vehicles and equipment as necessary. Informs involved officers of the nature of call and provides follow up service to officers requesting additional service or information.

Handles requests from officers on calls for service for special or specific information relating to NCIC reports. Retrieves such data and relays that information back to officer.

Stays informed of whereabouts of officers and emergency personnel at all times. Maintains records on location of each officer and time spent at call scene.

Broadcasts pick-up notices for wanted persons and stolen and suspect vehicles to officers. Receives and checks inquiries for criminal record checks by using a video terminal, receives and transmits information over Teletype.

Conducts preliminary investigations and searches via NCIC/BCI, internal files, FBI files, and other sources to supply information to requesting officer or official. Follows up on inquiries for criminal history reports and current criminal status.

Operates computer to maintain continuous record of communications activity, actions, and disposition of emergency requests. Maintains necessary logs, records, and reports including incoming and outgoing calls.

Monitors jail cameras, observes activities of inmates to assure compliance with behavioral standards, controls ingress and egress through the jail and outside perimeter via electronic doors.

Completes 40 hours of POST and Sheriff Office approved training per year.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to respond in a quick and effective manner to render assistance in an emergency. Ability to verbally communicate with callers in a clear and concise manner; Ability to maintain composure, reassure callers, and collect precise information in crisis situations; Skill in solving problems and rapidly prioritizing emergency and non-emergency calls; Knowledge of the relative position of geography, cities, roads, and other landmarks in Wasatch County; Knowledge of NCIC, BCI, and other dispatch operation regulations; Skill in organizing and maintaining files; Ability to operate a personal computer; and Ability to establish and maintain effective working relationships with those contacted in course of work activities.

PHYSICAL DEMANDS

Typically sit at a desk or table; Occasionally walk, stand, or stoop; Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 30 pounds; Use tools or equipment requiring a high degree of dexterity; Work for sustained periods of time maintaining concentrated attention to detail; Need to distinguish between shades of color; and communicate via radios.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office, computer room, or other environmentally controlled room; and work is performed in a very noisy place.

EDUCATION AND EXPERIENCE

Equivalent to a high school diploma. Two (2) years office support or customer service experience including the use of a computer for word processing or data entry activities, telephone receptionist duties, and the preparation of written reports. Selected applicants are subject to, and must pass a full background check and must possess or obtain POST and EMD dispatcher certifications within 6 months of hire.

*** This description lists the major duties and requirements of the job and is not all-inclusive.

Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.