



Grand County

Job Description

Title:	Dispatcher III/TAC Coordinator	Job Code:	2656
Division:	Communications	Effective Date:	9/2017
Department:	Sheriff	Last Revised:	

GENERAL PURPOSE

Performs a variety of **lead worker and advanced technical and administrative** duties for the Sheriff's Office by providing communications and security to the Grand County Jail. Answers emergency and non-emergency phone calls and assists with prioritizes law enforcement and fire emergency medical calls. Serves as agency Terminal Access Coordinator (TAC).

SUPERVISION RECEIVED

Works under the direct supervision of the Dispatcher Supervisor.

SUPERVISION EXERCISED

May provide close supervision to Dispatcher(s) II and I while in training or on a project-by-project/call-by-call basis.

ESSENTIAL FUNCTIONS

Lead Worker Functions: Assists in the training of new hire dispatchers; assists to monitor operations and ensure effective day-to-day response to emergency 911 calls; communicates observations related to employee performance to supervisor and may assist to develop subordinate performance plans and objectives.

Communications and Administration: Coordinates emergency and non-emergency phone calls, prioritizes law enforcement, fire, and emergency medical service call, determines and dispatches appropriate response of emergency services personnel through radio and telephone. Works with other agencies and the Bureau of Criminal Identification to achieve protocols for the communications center statewide.

Controls and monitors all access, egress, and movement within the jail by use of electronically switched doors and video monitors. Receives emergency and non-emergency calls from the public requiring law-enforcement, fire, ambulance, search and rescue, animal control, utilities and other services. Collects and disseminates data while entering it into a Computer-Aided-Dispatch (CAD) system.

Defines problems, collects, and disseminates data; establishes facts, and draws valid conclusion. Transmits facts over the radio and telephone. Keeps necessary logs, records, and reports including incoming and outgoing calls, status of officers, incident reports, jail activities, dissemination logs, and other records management. Receives and coordinates law enforcement and other emergency requests and relays instruction to radio units concerned.

Terminal Access: Serves as Terminal Access Coordinator (TAC); inputs and retrieves criminal information as needed to comply with record keeping requirements; compiles reports showing all court activity for the State Bureau of Criminal Identification, State Court Administrator, State Driver License Division, and Grand County to facilitate case load analysis.

Security: Monitors the internal security of the jail and safety of the jail staff. Prioritizes incoming emergency and non-emergency calls and determines appropriate priority and response. Maintains contact, status, and location of all duty personnel. Enters updates and retrieves information from the Utah Criminal Justice Information System (UCJIS) computer related to wanted persons, stolen property, vehicle information, and other state and national records.

Training: Provides UCJIS training to terminal operators, law enforcement personnel, administrators, and upper level management. Maintains terminal operator training records. Performs quality assurance for compliance and BCI and FBI policy and procedure. Maintains and controls terminal agency logons and has the authority to add, suspend, and restrict any terminal operator logons. Conducts bi-annual re-certification testing. Conducts monthly Triple I and UCCH audits. Maintains user agreements and qualifying agencies.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Educations and Experience:

- A. Graduation from High School or GED;
- AND
- B. Four (4) years of responsible communications or dispatcher experience;
- OR
- C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Considerable knowledge of local, state and federal laws such as traffic codes, juvenile code, civil procedures and criminal code; basic office procedures including use of office equipment and Windows based PC applications; effective communications, both orally and in writing; Utah Criminal Justice Information System; BCI and FBI policy, procedure, statutes; law enforcement and protocols.

Skills in establishing effective and courteous working relationships with other employees, the public and outside agencies; map reading, translation and providing directions; handling multiple tasks simultaneously; listening and following direct orders; and word processing.

Ability to type 40 wpm; work independently for extended periods of time; learn law enforcement terminology; communicate effectively both orally and in writing; differentiate between colors and shades of colors; use judgement to plan and perform unusual and difficult work often under considerable pressure and time restraints; learn and follow the policies and procedures of the County, Jail, and Sherriff's Office; answer multiple phone lines; learn protocols in life saving situations; operate electronic equipment.

3. Special Qualifications:

- Must possess a valid Utah Driver's License.
- Must be or become Emergency Medical Dispatch (EMD) certified.
- Must pass a background investigation.
- Attends state TAC training and completes proficiency testing annually.
- Successful completion of pre-employment drug screening.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, and talking. Interpersonal communication essential to successful completion of job duties. Common eye, hand, finger dexterity required. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date _____

(Employee)