



ADA COUNTY SHERIFF'S OFFICE
7200 BARRISTER DRIVE · BOISE, IDAHO 83704
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JOB LINE: 208-577-3333
FACSIMILE: 208-577-3559
HTTP://WWW.ADASHERIFF.ORG

If you need reasonable accommodation to participate in and/or complete the application process, please contact the Sheriff's Human Resources at the phone number or address listed below. (TDD call 287-7979)

DISPATCHER

Ada County Sheriff's Office

Hiring Rate of Pay: \$13.27- \$14.77/hr

STATUS: Full Time w/ Benefits

CLOSING DATE: Until Filled

APPLICATION MATERIALS: Sheriff's Application (BLUE) Required / Resume optional

J O B P O S T I N G

GENERAL STATEMENT OF DUTIES: Responds to incoming law enforcement, fire suppression and Emergency Medical Services calls and dispatches appropriate personnel to place of emergency or need; performs other duties as required. This position is located in the Ada County Sheriff's Office, Communications Section.

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class independently perform the full range of functions outlined in this description. They work under the general supervision of a Communication Floor Supervisor. They may help with the development of Dispatcher Trainees.

ESSENTIAL FUNCTIONS OF THE JOB:

- Operates telephone and radio equipment to receive and transmit incoming/outgoing emergency calls to the Police/Fire/Emergency Services Dispatch Center;
- Interviews callers to obtain detailed information related to the emergency;
- Provides emergency information and direction to callers as required;
- Determines the classification of requests for service and the priority nature of the request;
- Dispatches appropriate agencies and personnel to address the need for service;
- Maintains communication with caller and emergency personnel to receive and update information;
- Provides continuing communications among police, fire fighting and other emergency personnel during the incident;
- Contacts utility companies, other governmental or private agencies when necessary to obtain needed services or additional support;
- Operates technical electronic equipment, computers, office equipment or appliances; and
- Logs and maintains a variety of records on incidents dispatched, radio and alarm tests, hydrant maintenance, street names, address and map coordinates.

ADDITIONAL EXAMPLES OF WORK PERFORMED:

- May perform necessary preventive or minor maintenance functions on certain equipment in the dispatch office;
- Notifies responsible parties when radios or alarms malfunction;
- Field surveys streets to locate hydrants and identify changes necessary for maintaining up-to-date street maps;
- Drives mobile communications vehicle (34' Bounder) when called for use in emergency situations;

- Becomes familiar with the duties of the Communication Floor Supervisor's position in order to act in that capacity during any temporary absence of a Communications Floor Supervisor; and
- Performs other related duties as assigned.

GENERAL INFORMATION: Dispatchers, when necessary, refer to written guides, manuals, policies, etc., which require judgment and interpretation in their application. A Communications Floor Supervisor is readily available to solve complex problems. The work is reviewed by occasional monitoring and appraisal of results.

MINIMUM QUALIFICATIONS: Any combination of education, training, and/or experience which demonstrates competence in each of the following:

Knowledge of: the operation of communication equipment used in dispatching.

Good ability to: operate telephone and radio equipment; work with a high degree of accuracy under pressure of time, amidst distractions; hear, listen and understand callers who are under stress; react quickly and calmly in receiving and transmitting multiple messages of an emergency nature; speak clearly and distinctly; quickly and objectively analyze emergency situations, determine and take proper action; relate well with the public under adverse conditions and stressful situations; maintain a high level of emotional stability; read city and county road and water maps to quickly locate streets, addresses and hydrants; record accurately and legibly details of activities and provide information; follow oral and written instructions; and operate a computer keyboard.

OTHER REQUIREMENTS: Candidates for this position are required to be at least 19 years of age. Candidates must pass a written exam with a score of 65% or better; appear before an oral board; and complete a polygraph, background check, credit check and typing test (minimum 30 wpm) prior to entrance on duty. Additionally, candidates must have a high school diploma or GED certificate.

Incumbents must be able and willing to work shifts, weekends, and holidays, and to report to work on an "on-call" basis. Additionally, must obtain and maintain a valid Idaho Driver's license.

The communications equipment is stacked vertically. Therefore, the incumbent must have the ability to operate the equipment rapidly at all levels of the vertical stack.

***Due to the Sheriff Office's attempt to create a relatively smoke-free environment for those employees who choose not to smoke because of their growing concern for their health and welfare, applications from **non-smokers only** will be considered for employment. Applicants must be non-smokers for at least eleven (11) months prior to applying.

*****PLEASE NOTE:** *Ada County reserves the right, at the discretion of the appropriate appointing authority, to waive any of the minimum qualifications for those applicants whose general or specific qualifications would otherwise qualify the applicant for the position or lead the appointing authority to believe that the applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities.*

