

Communications Dispatcher

Nature of Work

This is responsible technical and administrative work assisting with the operation and maintenance of the communications division for the Sevier County Sheriff's Department. Activities associated with the job include adhering to established policies and procedures established for the communications division, assisting with dispatch activities, interacting with local, state and federal agencies involved with law enforcement communications and assisting with various administrative and record keeping duties as assigned. Job responsibilities require training and certification in law enforcement communications, good organizational, interpersonal and decision making skills, dedicated attention to detail and some experience working in emergency communications. Job performance is evaluated by the Communications Sergeant through review of the efficiency and effectiveness of job related activities, level of support provided for patrol operations and emergency response activities, organizational and interpersonal skills and adherence to policies and procedures established for the communications division. Job activities are also subject to bi-annual NCIC audits.

Illustrative Examples of Work

- Operates a phone system that receives emergency and non-emergency calls including 911 transfers and TTD calls and insures the accuracy and thoroughness of all information received.
- Operates a multi-channel radio console to dispatch and receive non-emergency and emergency transmissions.
- Interacts with other law enforcement and communications agencies to obtain and relate information when necessary.
- Completes NCIC validations and entries and insures that all information is accurate, complete and timely.
- Assists with all shift activities of the communications division and insures that any issues or complaints are responded to in a timely manner.
- Operates a multi-function computer that assists with computer aided dispatch, NCIC, mapping and 911 operations.
- Maintains the location of each Patrol unit and promptly dispatches units in response to calls for service.
- Cooperates with local, state and federal agencies in the development and implementation of joint programs and operations related to communications activities.
- Insures that all communications equipment is functioning properly and requests assistance from supervisors and other departmental personnel when necessary.
- Assists with the preparation of daily activity reports and submits to the Communications Sergeant for review.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited high school supplemented with coursework and training in the principles and practices associated with modern communications equipment and administration, criminal justice, law enforcement or closely related field; strong organizational, interpersonal and decision making skills; ability to communicate effectively and react quickly and calmly to emergency and/or stressful situations; or any equivalent combination of education and experience to provide the following knowledge, abilities, and skills:

- Considerable knowledge of the principles and practices of modern communications equipment, organization, administration and methods.
- Considerable knowledge of computer aided communications equipment and hardware components utilized for emergency dispatch systems.
- Considerable knowledge radio protocols, NCIC/TIES procedures and E911 policies and procedures.
- Considerable knowledge of the functions and organization of other emergency response agencies involved in the operation of the Sevier County Sheriff's Department Communications Division.
- Considerable knowledge of policies and procedures pertaining to the storage, maintenance and dissemination of sensitive legal information as established by the TBI and FBI.
- Considerable knowledge of applicable TCA codes pertaining to civil and criminal law.
- Considerable knowledge of the Sevier County Sheriff's department policies and procedures, TBI data collection, reporting guidelines and NCIC guidelines.
- Knowledge of federal, state and local laws and ordinances pertaining to employee health and safety.
- Knowledge of legal documents including warrants, arrest, incident, and accident reports, writs, and civil papers used in sessions, civil, and criminal court proceedings.
- Ability to plan and organize job related activities and insure compliance with all established reporting requirement and deadlines.
- Ability to maintain a high degree of accuracy when dealing with very detailed information.
- Ability to maintain detailed and confidential information in an organized, accessible manner.
- Ability to establish and maintain effective working relationships with court officials, attorneys, co-workers, law enforcement personnel and the public.
- Ability to multi-task in a high stress environment.
- Ability to react quickly and calmly in emergency situations and determine the proper course of action(s) to be taken in response.
- Ability to effectively interpret and explain pertinent provisions of the rules and regulations of the Sevier County Sheriff's Department.
- Ability to make appropriate job related decisions within established state and local regulations and departmental policies and procedures in a timely manner.
- Ability to acquire and utilize new job related information when necessary.
- Skill in the operation of modern communications equipment including computer terminals and keyboards, multi-line phone systems, radio communications devices and mapping and 911 applications.

Necessary Special Requirements

- Must successfully take and complete the basic NCIC course within six months of employment and maintain the certification standards as prescribed by the TCIC rules and regulations.
- Possession of a NCI Basic Communicator Certification.