



Douglas County Human Resources

Job Announcement

Public Safety Dispatcher I/Trainee, Full Time Position 9-1-1 Emergency Services

Responsibilities: Responds to emergency and non-emergency calls for law enforcement, fire and emergency services; identifies and dispatches appropriate public safety units; complies with Douglas County policies and procedures to assure the safety of law enforcement officers, emergency services personnel, and the public.

Job functions include:

- Provides Public Safety Dispatch services for Douglas County Sheriff's Office, East Fork Fire & Paramedic District, Tahoe-Douglas Fire Protection District, Washoe Tribal Police, and Alpine County's Sheriff, Fire, and Medical; takes non-emergency calls for the Sheriff's Office, Animal Control, and General Improvements Districts; keeps track of a wide variety of law enforcement and emergency services agencies, resources, personnel, incidents and trends. Receives, screens, and takes appropriate action on all emergency service calls including 911 calls from the public requesting law enforcement, fire and EMS; determines nature and location of emergency, determines priority, dispatches emergency responders/units as necessary in accordance with established department policies and procedures; relays pertinent information to law enforcement and emergency services officers in a concise, organized and understandable manner.
- Enters emergency assistance calls into the computer aided dispatch (CAD) incident logs; inputs information into the NCJIS & NCIC computer system; enters data for records and reports, processes forms and record files; queries system databases as requested; maintains records and files according to established standards. Provides information, instructions and assistance to the public within scope of authority; provides detailed call information to responders as needed; maintains status and awareness of responders unit locations; monitors message traffic and relays information to responders. Notifies key County personnel on critical incidents; follows all Department policies and procedures to assure that responders and public safety is the top priority; contacts other law enforcement and emergency services agencies for additional information and resources as needed; relays and receives information regarding incidents and other information to and from other agencies and jurisdictions; coordinates activities.
- Performs inquiries and criminal history checks for law enforcement personnel through National Crime Information Center (NCIC), and Nevada Criminal Justice Information System (NCJIS); collects statistical data and compiles data for reports; updates and assures the accuracy of data base. Answers incoming non-emergency calls; interviews callers and gathers details, prioritizes calls for service, and determines appropriate personnel to respond; dispatches emergency responders if appropriate and/or transfers call to appropriate agency, if necessary.

Minimum Qualifications: High School Diploma, or equivalent, and two (2) year's technical experience in receiving and processing customer service calls or requests for service(s), which includes dealing with the public in stressful situations; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities; experience in a law enforcement environment is preferred. Intermediate proficiency level utilizing Microsoft Office applications including Excel, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required. **Required to work rotating shifts, including day, swing, graveyard; must be willing to work weekends and holidays.** Successful applicants must pass an audio/hearing test; submit to a fingerprint for local, State, and National criminal background check; pass an extensive, sensitive, and confidential background investigation.

Examination: Applicants will be tested which evaluates the ability to multi-task, listen and comprehend and follow instructions all under stressful conditions.

Other Knowledge Skills and Abilities: Knowledge of County policies and procedures for dispatching law enforcement officers and other emergency services; personal computers, and related law enforcement communications equipment; local and regional geographical area, road systems, and the locations of landmarks and buildings; principles of record keeping, case files and records management; legal and law enforcement terminology; applicable state and Federal rules, codes and regulations.

Ability to handle multiple tasks simultaneously, under pressure, in emergency and stressful situations; plan, prioritize and carry out assignments with minimum supervision. Skills in obtaining information from hostile or emotional citizens; communicating clearly and concisely, and relaying details accurately; remembering names, numbers and locations, and reading maps quickly and accurately; effectively communicating in written and verbal forms; writing and completing accurate reports.

Certificates, Licenses, Registrations: Emergency Medical Dispatch, First Aid, CPR, NCJIS/NCIC and National Incident Management System (NIMS) required within the first six (6) months of appointment. Must maintain and/or recertify in all certifications every two years through each of the certificate's corresponding re-certification process.

Salary and Benefits: \$17.43 with merit increases possible to a maximum of \$23.44 per hour. 40 hours per week. 100% employer paid retirement (PERS); sick and annual leave, medical, dental and vision insurance.

Filing Information: **A Douglas County Application is required.** Resumes accepted when attached to a completed application. Applications returned without the required documentation **will not** be considered. For application, call (775) 782-9876, visit www.douglascountyhr.com or Human Resources. Submit application to Douglas County Human Resources Office, 1594 Esmeralda Ave., P.O. Box 218, Minden, NV 89423.

Closing Date: 4:00 p.m., Friday, September 10, 2010

Douglas County is an Equal Opportunity Employer and Drug Free Workplace
Douglas County Human Resources, 1594 Esmeralda Ave, P.O. Box 218, Minden, NV 89423
Accommodations for disabled applicants can be arranged by calling Human Resources (775) 782-9860
Fax (775) 782-9083