



HUMAN RESOURCES



Email: acsojobs@adaweb.net
Fax: 208-577-3559
www.adasheriff.org

Ada County Sheriff's Office
7200 Barrister Drive
Boise, Idaho 83704

911 PUBLIC SAFETY COMMUNICATIONS DISPATCHER

HIRING WAGE: \$17.63–\$19.92/hr., DOE

STATUS: Full Time with Benefits

CLOSING DATE: UNTIL FILLED

APPLICATION MATERIALS: Apply online at www.adasheriff.org/careers

GENERAL SUMMARY

Responds to incoming law enforcement, fire suppression and Emergency Medical Services calls and dispatches appropriate personnel to the place of emergency or need. Dispatchers, when necessary, refer to written guidelines, manuals, policies that require judgment and interpretation and refer complex problems to the Communications Floor Supervisor.

ESSENTIAL FUNCTIONS

- 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;
- Works and maintains eligibility to work all shifts, including evenings, nights, weekends, and holidays, whether assigned or on an as needed or on-call basis;
- Operates technical electronic equipment, computers, office equipment or appliances;
- Ability to talk and listen to a caller utilizing a single ear headset while using their free ear to listen to related information or requests from others;
- Ability to talk and listen to a caller while simultaneously answering and providing to emergency responders on a side channel;
- Quick processing time and strong listening skills out of both ears are required in order to navigate the balance of phone and radio traffic concurrently;
- Quickly and accurately logs and maintains a variety of data and records on incidents dispatched, radio and alarm tests, hydrant maintenance, street names, address and map coordinates.

ADDITIONAL FUNCTIONS

- 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;
- Performs related functions as required.

JOB REQUIREMENTS

- Must have a high school diploma or equivalent;
- Must be POST certified as an Emergency Communications Officer within one year of hire;
- Ability to operate telephone and radio equipment;
- Ability to work with a high degree of accuracy under pressure of time, and amidst distractions;
- Ability to listen and understand callers who are under stress;
- Ability to react quickly and calmly in receiving and transmitting multiple emergency messages
- Ability to communicate clearly and distinctly verbally and in writing;
- Ability to quickly and objectively analyze emergency situations, determine and take proper action;
- Ability to relate well with the public under adverse conditions and stressful situations;
- Ability to read city and county road and water maps to quickly locate streets, addresses and hydrants;
- Ability to record accurately and legibly, details of activities and provide information;
- Ability to follow verbal and written instructions; and operate a computer keyboard.
- Ability to maintain effective working relationships.

OTHER REQUIREMENTS

- Candidates must pass dispatch testing and typing test (minimum 35 words per minute); appear before an oral board; and complete a polygraph, background investigation, and credit check prior to reporting for duty;
- Must obtain and maintain a valid driver's license;
- This position has been designated safety sensitive and therefore the incumbent is subject to random drug testing.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work is performed in an office environment and requires a combination of sitting and standing at a desk for long periods of time, up to ten hours;
- Requires frequent repetitive movement of the wrists, hands and/or fingers;
- Occasionally requires the employee to reach below, at or above shoulder level and to lift up to 20 lbs.

NOTE

Preference in appointment will be given to eligible veterans. To claim veterans' preference, please refer to <https://adasheriff.org/Careers/Veterans-Preference>.

****The policy of the Sheriff's Office is to hire applicants who do not smoke or use simulated smoking products. Applicants must have not used the following for at least three (3) months prior to applying; cigarettes, e-cigarettes, vaporizers, cigars, pipes, hookah, or cloves. The use of smokeless tobacco and snuff is excluded from this policy.*

If you are selected for the position, social media searches will be conducted as part of the pre-employment background investigation.

Ada County Sheriff Human Resources | 7180 Barrister Drive, Boise, ID 83704

Email: acsojobs@adaweb.net Fax: 208-577-3559

adasheriff.org