

Emergency Communications Officer (911 Dispatcher)

Grade/Level: \$15.50 per hour, plus benefits (No experience)

About the position:

The Owyhee County Communications Center is operated 24 hours per day, 7 days per week, and is located within the Owyhee County Sheriff's Office Detention Center. It is the Public Safety Answering Point (PSAP) for Owyhee County, and we provide radio dispatch for two law enforcement agencies, six fire departments, and four ambulance and/or quick response units. In addition, we coordinate with surrounding PSAPs and Communications Centers to dispatch emergency responders to various jurisdictions throughout our 7,700 square mile county.

Our Communications Center is staffed by six (6) Communications Officers (five full-time and one part-time), a Dispatch Supervisor, and a 911 Coordinator. The Detention Deputies are trained to assist Dispatch in emergencies, and the female Communications Officers are also trained to assist with female inmates.

The Communications Officer will answer emergency and non-emergency calls for service using a multi-line 911 telephone and Computer Aided Dispatch (CAD) system. They will maintain, update, and apply accurate records by utilizing related information databases, including determining motor vehicle ownership, obtaining driver's license status and interpreting state and federal warrants and orders. Must have the ability to understand and follow verbal, and/or written policies, procedures and instructions. Must have the ability to use logical and creative thought processes to develop solutions according to written specification and/or verbal instructions. Must have the ability to accept responsibility and account for his/her actions. Must learn and operate multiple computer programs. Work is performed in a fast paced, 24-hour work environment while sitting and/or standing at a work station in a low light and confined environment for up to 12 hours per shift. Must be able to sit or stand while observing multiple computer displays screen for long, uninterrupted periods of time. Must have adequate hearing and visual acuity to operate successfully in this environment. Must continually demonstrate a high level of mental and emotional stability. Must be free from physical, sensory, or mental impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting up to twelve hours. Must work rotating shifts (days, nights, weekends, and holidays); must be able to spell correctly; must be able to speak clearly and concisely; must be able to perform multiple tasks efficiently; must have excellent written and verbal communications skills; must be able to make quick decisions in emergency situations; must be able to relay information with speed and accuracy; must have sufficient hearing to use a telephone and radio headset.

Qualifications:

- High School Diploma or Equivalent
- Minimum 18 years of age

- Type minimum of 40 WPM
- Must pass a skills test including an acceptable working knowledge of computer operations; data entry with an emphasis on accuracy and speed; ability to make and carry out decisions; ability to competently perform under stress when confronted with emergency and critical situations; ability to perform a variety of tasks, often changing quickly from one task to another without loss of efficiency and composure.
- Must be able to both work without constant direct supervision and also as an effective and cooperative team member
- Must be able to pass a hearing, vision, and drug screening.
- Must be able to obtain the Basic Communications Officer Certification through the Idaho Peace Officers Standards and Training Academy (POST) within 18 months of hire. Please see Idaho Administrative Code IDAPA 11.11.01 Page 11, 055. Ineligibility Based Upon Past Conduct <https://adminrules.idaho.gov/rules/current/11/111101.pdf> to confirm your eligibility for hire, which will be verified by an extensive background check.
- Must be able to become ILETS/NCIC, EMD and CPR Certified, and must be able to obtain a Notary Public Certification.

Application and full job description can be accessed at www.owyheecounty.net on the employment page. Completed applications can be mailed or hand-delivered to: Owyhee County Sheriff's Office, Attn: James Vincent, PO BOX 128, Murphy, ID 83650. Please contact 911 Coordinator James Vincent at 208-495-1154 ext. 105 with any questions, or if you would like to email your application. (Please be sure to call prior to emailing.)

Owyhee County is an equal opportunity employer.