



GREENLEE COUNTY SHERIFF'S OFFICE
DISPATCHER

Classified

LEVEL: 8

Rate of Pay: \$19.47 Beginning

\$ Mid

\$ Maximum

JOB SUMMARY

Performs work of moderate difficulty in operating law enforcement and emergency communications equipment. Performs other related duties as required.

ESSENTIAL JOB FUNCTIONS

- Answering administrative telephones
- Answers and gathers information from 911 callers for medical, law enforcement and fire emergencies.
- Receives, transmits, and records complaints and requests for law enforcement services, emergency services, or routine information
- Dispatches law enforcement and other appropriate agencies to calls for service.
- Maintains radio contact with law enforcement, fire, and emergency agencies
- Monitors alarm circuits and tests equipment to ensure proper working order
- Maintain record keeping, organize files, logs, schedules, etc.
- Process word and data entries
- Transmits and receives restricted information from various law enforcement communication network systems (ACJIS, NCIC, NLETS)
- Communicate and act in a professional manner with the public, co-workers, and work contacts.

MINIMUM QUALIFICATIONS

- Any combination of education, training, and experience equivalent to graduation from high school and one year of general clerical experience
- Valid Arizona Driver license
- Prior law enforcement dispatching is a plus

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of standard office practices and procedures.
- Accurate English grammar and spelling
- Ability to type 35 wpm (words per minute)
- Strong knowledge of Windows-based applications: Word and Excel.
- Skill in establishing and maintaining effective working relationships with employees, other agencies, and the public.
- Ability to perform duties independently that are appropriate and consistent with the level of the position.
- Ability to communicate clearly and concisely complex issues with staff both verbally and in writing.
- Bilingual in English and Spanish is a plus

PHYSICAL REQUIREMENTS

- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to write reports and operate standard office equipment and a personal computer.
- Sufficient clarity of speech and other communication capabilities with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on a telephone, in a normal range of conversation, or a group.
- Sufficient personal mobility, flexibility, and physical reflexes, with or without reasonable accommodation, which permits the employee to bend or stoop repeatedly, sit or stand for long periods, lift at least 20 pounds, and work in an office environment.