

Internal
Applicants

911 Communications Dispatch Lead

Classification:	140	Reports to:	Dispatch Supervisor
Division:	Operations	Direct Reports:	911 Call Takers & Dispatchers
FSLA:	Non Exempt		

JOB DESCRIPTION: This position serves as a working lead in addition to performing the full range of 911 Call Taking and Dispatching functions. Leads direct on duty call takers and dispatchers which includes scheduling employees to ensure proper staffing levels are maintained and daily oversight of any Dispatcher's work performed while on the shift. Leads will work independently and are expected to resolve problems in accordance with instructions, policies, procedures and applicable laws and regulations. Incumbents provide technical assistance to staff and provide leadership in the absence of a supervisor. Incumbents work under the general supervision of a Dispatch Supervisor or Operations Manager.

ESSENTIAL JOB FUNCTIONS: Candidates must have the ability to perform all the essential functions of the Call-Taker & Dispatcher job description and the following:

- Leads Dispatch personnel and plans work assignments to ensure that the Agency service and production expectations are achieved
- Evaluates shift operations through personal observation of dispatchers and call taker to provide feedback to supervisor or operations managers regarding employee performance or conduct as appropriate
- Works proactively with staff to resolve performance or conduct issues at the lowest level within their authority
- Coordinates major incidents to ensure that proper notifications are made; assists in call handling if necessary and coordinates with Incident Command or the Duty Officer
- Stays regularly aware of employee actions and behavior for signs of stress, coping and general emotional well-being; specifically during or any time after high stress and major incidents
- Responds to law enforcement requests for information, monitors several public safety authorities to coordinate dispatching of services between two or more agencies
- In case of emergency or other necessity, transfers Operations to and sets up the Dispatch Operations back-up center and shuts down dispatch activities at CRESA's main location
- Provides support and mentorship to trainer/trainee teams with scheduling
- Perform other related tasks and duties as required

Knowledge of:

- Current techniques, policies and procedures of public safety communications center
- Agency computer systems and programs including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs
- Clark County geography, including locations and boundaries of all cities and townships; location of all major highways, streets and key buildings and landmarks; and addressing systems (i.e. streets, avenues, odd/even addresses, etc.) used for each jurisdiction
- Rules and regulations of the Federal Communications Commission (FCC) radio systems
- Agency policies, directives procedures, laws and requirements
- Policies and procedures for filling overtime, proper notification for equipment failures or after hour call outs for radio, computer or phone problems
- Effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques

Ability to:

- Plan, coordinate, direct and accomplish the activities of dispatch staff



- Explain and help staff understand job responsibilities, priorities and procedures
- Apply a high level of initiative, discretion, and judgement in accomplishing the work
- Accurately dispatch public safety personnel and equipment quickly and efficiently
- Correctly apply available guidelines, policies and procedures in diverse situations
- Develop and maintain effective working relationships with the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies
- Perform work under stressful or emotional conditions
- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays

MINIMUM JOB QUALIFICATIONS:

- Internal candidates must have successful completion of the probationary period of 911 Call Taker Dispatcher position plus three years of experience.
- At least three years of progressively responsible communications dispatching experience in a comparable public safety dispatching center. Proficiency with the same state laws and regulations, same equipment and programs utilized by CRESA is preferred.
- At least one year of experience in CRESA as a Acting Watch Commander or Trainer is preferred but not required.
- Active in a committee or project or role that includes the ability to demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills.
- Internal or external experience and behavior that has demonstrated:
 - Integrity – leads by example in their conduct, ethics and behavior;
 - Teamwork – contribute positively, take initiative and responsibility among peers
 - Excellent interpersonal communication skills – address and resolve interpersonal conflicts and operational issues with diplomacy, tact, persuasion, and interpersonal awareness, both verbally and in writing.
- Ability to work all days and hours.

Physical / Sensory Requirements. The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Hourly / Constantly	Very Important
• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Hourly / Constantly	Very Important
• See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats. See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals. See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles.	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
• <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’ ○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’ ○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important



<ul style="list-style-type: none"> Hear, understand and respond to verbal information in person, and by using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment. Headsets are worn at all times while on duty on the operations floor. 	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. Speak clearly and concisely in English. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object. <i>Grasp.</i> Seize and hold object with fingers, palm, arms. <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Daily	Important
	Weekly / Monthly	Slightly Important
	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sit.</i> Remain in seated position to accomplish work. <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. <i>Walk.</i> Move about or travel on foot to accomplish work. <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations. 	Hourly / Constantly	Important
	Hourly / Constantly	Important
	Daily	Important
	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation. <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. <i>Mental acuity and alertness.</i> Stamina, ability to regularly and reliably work long shifts (10 hours up to 14 hours). Engage in frequent interpersonal interactions that are stressful or sensitive in nature. Handle difficult interpersonal interactions and complaints with tact and diplomacy. Manage and accomplish multiple priorities and varied responsibilities with high accuracy. Think and apply judgment, discretion, and initiative in accomplishing work. Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. Work is performed in an indoor, open-space environment and stationary setting. 	Hourly / Constantly	--
	Hourly / Constantly	Very Important



-
- *Manual dexterity and typing.* Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers. Performing multiple tasks requiring manual dexterity at the same time. Write legibly.
-

EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.