



LINCOLN COUNTY SHERIFF'S OFFICE



JOB ANNOUNCEMENT

The Lincoln County Sheriff's Office is accepting job applications for **full and part-time Dispatch Personnel**.

Essential job functions within a 911 dispatcher's job description will likely detail the daily duties associated with the position, which may include the following:

- Operate a multi-line telephone console system, radio console, alerting system, and intercoms
- Translate information to the appropriate codes
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes
- Perform emergency medical dispatch and crisis intervention services
- Ask vital questions and provide pre-arrival instructions for emergency medical calls
- Monitor and operate a radio console and computer equipment
- Receive and respond to a variety of emergency and non-emergency services and complaints
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Enters and modifies information into local, state and national computer databases
- Monitor and respond to a variety of technical systems and alarms

A 911 operator job description will likely be very specific about the knowledge required to adequately perform the job.

911 dispatchers should have general knowledge in:

- **Safety and Security:** Candidates must have knowledge of rules, regulations, and procedures, including safety procedures, such as CPR and first aid. Policies and procedures may refer to department policies and procedures related to emergency communications and disaster and special response plans. Candidates are not required to be CPR certified prior to testing.
- **Customer Service:** Candidates must have knowledge of providing excellent customer service.
- **Telecommunications:** Candidates must have knowledge of telecommunications systems, which may include transmission, broadcasting, and switching systems, and computerized databases, including teletype operations and procedures. Further, they must understand basic dispatch codes, as well as standard abbreviations and industry terminology commonly used by emergency medical services and law enforcement agencies.
- **Geography:** Candidates must understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction. Geography and jurisdictional boundaries must be obtained before completion of field training.

Required skills in a 911 dispatcher job description usually refer to both acquired skills and individual traits. It is therefore common to find the following required skills for 911 dispatchers:

- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
- The ability to use logic and reasoning to reach conclusions and approaches to problems
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- The ability to think quickly
- The ability to work under stressful situations
- The ability actively listen and communicate effectively through clear speech and hearing
- The ability to follow instructions
- The ability to write/type clearly and spell correctly
- The ability to establish priorities and pass on information as needed
- The ability to multi task
- The ability to type at least 35 words per minute, without error, and be able to type the information into the database while they receive it.

Candidates must be at least 21 years old, and they must possess a high school diploma or GED. Candidates must possess a valid driver's license and do not have any felony convictions.

Candidates may be required to pass a written examination, typing test and oral board. Candidates will undergo a background investigation that meets all local, state and federal requirements. Candidate may be required to undergo a polygraph examination, drug screen, and physical examination.

Job applications may be obtained at the Lincoln County Sheriff's Office located at 225 Justice Way, Pioche NV 89043, by mail at P.O. Box 570 Pioche, NV 89043 or online at <http://www.lincolncountynv.org/employment/index.htm>

All job applications must be completed in full and returned to the Sheriff's Office on or before Monday, January 30th, 2017 at 3:00 PM.

For additional information call the Sheriff's Office at 775 962-5151.

Lincoln County is an equal employment opportunity employer.

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