WEBER COUNTY

911 DISPATCHER

Department: Weber Area Dispatch 911 & Emergency Services District
Opening Date: April 5, 2017
Closing Date: April 19, 2017
Hourly Rate: $15.38 starting pay and $16.36 within 12 months. Lateral transfers may be available.
Employment Type: Full-Time including shift work, weekends, & holidays
Certification: Must attain Utah POST Dispatcher & Emergency Medical Dispatch certification & successful completion of required training provided by employer

Job Description
Performs a variety of working level technical duties involving the use of communications equipment to gather and record necessary information, and to dispatch police, fire and emergency personnel in response to a variety of emergency and assistance calls.

Example of Duties
Process and evaluate incoming incidents through structured interrogation of caller. Obtain most useful information and critical information quickly. Make an initial assessment of the nature and urgency of the call. Make important decisions regarding agency resources. Determine the appropriate response. Provide and relay any instructions or further information regarding scene safety to caller or responding unit. Exercise good judgement and logical thought patterns in emergency situations and under heavy workload. Maintain accurate status of all units on any radio frequency. Maintain confidentiality. Evaluate medical emergencies and determine type of assistance required. Utilize medical protocol cards for providing life-saving pre-arrival instructions, i.e., CPR. Provide stability in time of crisis by calming and reassuring caller. Gain control of calls, obtain callers confidence by actively listening and remaining calm, convey objectivity, compassion, and confidence and communicate effectively. Operate Computer Aided Dispatch system to record all calls received. Query databases, records, and previous calls from CAD for public, management and officers. Operate statewide system to access driver’s license, vehicle registrations, stolen vehicles, and wanted/missing persons information. Access and remove warrant information. Maintain current wrecker information and dispatch when requested. Coordinate multiple law enforcement agencies EMS systems and fire departments on different radio frequencies throughout the entire life cycle of the call. Receive and transmit clear, concise information on a multi-frequency-computerized radio. Send, receive and decode nationwide teletype information. Dispatch for multiple agencies, including federal, state and local law enforcement agencies, including, fire EMS and rescue units. Maintain CPR, Emergency Medical Dispatch and BCI certifications by completing service training hours. Re-certify with POST as mandated by the Utah State Legislature through 40 hours of in-service training annually. Establish and maintain effective work relationships with coworkers, management and other agency personnel. Follows policies, procedures, guidelines and instructions as provided by the District. Maintains confidentiality with information obtained through employment with the District. Issues discussed in relation to employment, personnel matters and District investigations are to be held in strict confidence and not divulged without management permission. Performs other related duties as required.

Education & Experience
Graduation from a standard senior high school, AND Successful completion of District approved Communications Training program, attaining all District required dispatch certification processes. Working knowledge of dispatch responsibilities, procedures and related tasks. Working knowledge of District policies and procedures. Typing at 40 wpm net. Verification of typing speed will be done through tests administered at a later date. Some skill in operating tools and equipment used (see below).
Ability to successfully complete any District approved training requirements, and to attain and maintain all District required dispatch certification processes. Ability to work in demanding and stressful situations while remaining calm and conveying a calm demeanor. Ability to communicate effectively orally and in writing. Possess technical aptitude, dexterity and listening skills. Possess problem-solving skills. Ability to establish and maintain effective working relationships with subordinates, peers and supervisors. Ability to exercise sound judgement in evaluating situations and in making decisions. Ability to follow verbal and written instructions.

SPECIAL QUALIFICATIONS
Must be 21 years of age or older to access necessary information. Must be a U.S. Citizen. Have no criminal background or record. Position requires irregular schedules, include evenings, weekends and holidays; adjustment of shifts, overtime, breaks, etc., may be required on short notice.

TOOLS AND EQUIPMENT USED
Various communications equipment including radio consoles, E911 telephone system, paging systems, logging recorder, TDD/TTY device, FAX, computers, printers, copy machine, phone switchboard, computer terminal, specialized public safety software programs including computer aided dispatch system.

Applications are available at [www.webercountutah.gov](http://www.webercountutah.gov) and [www.weber911.org](http://www.weber911.org) as well as our office

**COMPLETED APPLICATION MUST BE SUBMITTED TO:** Weber County H.R., 2380 Washington Blvd., 3”rd Floor, Suite 340, Ogden, Utah 84401 or emailed to: [www.wcapplications@co.weber.ut.us](mailto:www.wcapplications@co.weber.ut.us)