



DISPATCH SUPPORT SPECIALIST JOINT COMMUNICATIONS

JOB TITLE: Services Specialist – Dispatch Support	NEW: X	REVISED: _____
	(Please check one)	
REPORTS TO: Shift Supervisor	FLSA: Non-Exempt	DATE: 07/2021
DEPARTMENT: Boone County Joint Communications		JOB CODE: 600

SUMMARY:

Under general supervision, the Services Specialist – Dispatch Support provides support service to Joint Communications dispatch operations by answering internal telephone lines and fulfilling requests for information and service.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Answers non-public administrative telephone lines to dispatch operations; communicates effectively with public safety officials over the telephone; provides and receives information about calls for service to public safety officials; refers calls to others when appropriate.

Assists public safety officials with over-the-telephone transactions in the computer-aided dispatch (CAD) system; adds, updates, reassigns, links, cancels and closes CAD events; adds, removes, and updates CAD units; makes CAD unit status changes; assigns case numbers to CAD events; adds remarks to CAD notes; enters, updates, and removes CAD system premise alerts, BOLOs and advisories.

Assists law enforcement officials with over-the-telephone requests for information and service through the Missouri Uniform Law Enforcement System (MULES); performs MULES queries, runs criminal histories, confirms and locates warrants; sends and receives MULES messages; enters endangered missing persons.

Assists dispatch operations by fulfilling service requests and incident notifications; calls tow services, utility services, animal control, the medical examiner, and other on-call services; notifies and/or relays incident information to other organizations such as the MSHP, MODOT, Missouri DNR, MUPD, Road & Bridge and other emergency dispatch operation centers; sends public information alerts and employee recall notifications using the Rave Alert System when

directed by the shift supervisor; performs cell phone pings; completes, faxes and files exigent circumstance forms related to cell phone pings.

Posts, updates, and removes road closures in the CAD system and on the Boone County Road Closure web page; verifies road closure postings are current and accurate.

Monitors National Weather Service (NWS) chat during inclement weather; alerts the shift supervisor of relevant weather watches, warnings, and messages posted by the NWS and other counties; posts information to the NWS message board when directed by the shift supervisor.

Monitors the department's social media sites; detects posts requiring dispatch of public safety officials and notifies the shift supervisor; enters a call for service when directed by the shift supervisor.

Monitors Emergency Communications Center (ECC) video cameras and door intercoms; controls facility access afterhours and in accordance with agency policy; reports suspicious activity to the shift supervisor.

Assists with on-the-job training of newly hired personnel and/or assists or relieves other dispatch service assistants as required.

Performs other duties as assigned.

KNOWLEDGE AND SKILL:

1. Ability to communicate effectively using the English language, both orally and in writing.
2. Basic knowledge of public safety dispatch processes, and terminology.
3. Basic knowledge of the agency's policies, practices, and operational activities.
4. Basic knowledge of geography within the Boone County Joint Communications service area including, but not limited to, streets, highways, boundaries, thoroughfares, landmarks businesses, and the locations of law enforcement, fire and EMS stations and districts.
5. Ability to effectively operate personal computers and applications related to dispatch operations, processes, and procedures, including telephone software, computer-aided dispatch (CAD) system software, mapping software, public alerting software, and Microsoft Windows and Office Suite.
6. Ability to accept direction; carry out directives; and follow instructions.
7. Advanced skill in working as part of a team.
8. Ability to stay in one place for long periods and remain alert.
9. Ability to multi-task and successfully prioritize a busy workload.
10. Ability to function efficiently under stress and multitask.
11. Ability to compare information for similarities or differences.
12. Ability to distinguish sounds and voices and discern the relevance of each while filtering out distractions.
13. Ability to read and comprehend information/data from a computer screen and printed page.
14. Ability to distinguish colors and view and understand non textual signals such as meters, LEDs, etc.

15. Ability to provide appropriate referrals, transfer, and terminate calls, or place outgoing calls in accordance with agency written directives.
16. Ability to respond to audio and visual alerts/signals quickly and accurately.
17. Considerable skill in maintaining a high level of accuracy and attention to detail.
18. Expert skill in maintaining confidentiality and handling confidential information.
19. Ability to work well with other employees, entities, and the public.
20. Ability to adapt to multiple functions of the position.
21. Ability to maintain operational and technological competence as required.
22. Ability to represent the organization to other agencies with a courteous, helpful, accurate and business-like attitude in all telephone, computer, and personal contacts.
23. Ability to become MULES certified within six (6) months of hire.

PHYSICAL DEMANDS:

Operates computers, telephones, and other communications equipment. Work regularly requires speaking and hearing, exposure to noise, unusual fatigue factors, emergency, and stressful situations. Sits for prolonged periods of time and restricted to a workstation. Works closely with others. Uses hands and fingers to handle, feel, or operate objects, tools, or controls. Ability to reach with hands and arms. Function in work environment with moderate noise level from several sources creating constant activity. Hearing and speech sufficient to communicate effectively in person and over the telephone. Extensive keyboarding on multiple keyboards and attentive listening to telephone calls and radio transmissions (sometimes at a low volume level and of poor audio quality) on a department-supplied headset or handset. Ability to exert very moderate physical effort typically involving some combination of stooping, kneeling, and lifting, as well as carrying, pushing, and pulling objects and materials of moderate weight, twelve to twenty pounds. Ability to operate assigned equipment (computer, radios, telephone, and other communications equipment.) This includes audiovisual dissemination and perception including ability to distinguish colors; hand and finger dexterity.

WORK ENVIRONMENT:

Work is performed in an emergency communications center. Work is in a moderately noisy location surrounded by others talking on the phone or radio. The employee is exposed to crisis situations, and the work level may fluctuate from minimal to fast-paced and high volume.

Position requires the ability to work overtime, as well as the ability to work different shifts, including holidays and weekends.

MINIMUM QUALIFICATIONS:

High school diploma or GED; must be 18 years of age or older; must not have any felony convictions or other criminal convictions within the last two (2) years, excluding minor traffic violations; must possess a valid driver's license at time of application and a valid Missouri driver's license at time of appointment; must demonstrate ability to type 35 net WPM; pass a computer-based exam, oral board interview, drug screen and background investigation; must be able to obtain MULES certification; must possess vision to read a computer screen and printed materials; must possess hearing and speech abilities to communicate effectively in person and over the telephone.

Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy

NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.