

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Dispatcher I
Job Code: 8140
Pay Grade: 34
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Operates various communication equipment, receiving radio calls and dispatching agency units for the Adult Probation and performs related work as required .

ESSENTIAL FUNCTIONS:

- Operates communication radios and a computer aided dispatch program to maintain effective communications with probation field officers for the purpose of recording, coordinating and directing field activity to assist officer safety.
- Accesses, retrieves and enters criminal history information using various databases according to the level of probationer supervision.
- Receives arrest notification information from various agencies and notifies appropriate staff by the dissemination of required paperwork.
- Receives field sheet update information on probationers, makes necessary status adjustments as indicated and ensures updated field sheets are forwarded to officers when required.
- Makes requested inquiries of various law enforcement sources to obtain requested information or services by phone or computer automated communication equipment.
- Directs appropriate departmental personnel to the scene of emergency situations, including the call out of specialized services and administrative staff.
- Receives emergency telephone calls from probation and surveillance officers and dispatches assistance to officers in need of help from other officers and/or law enforcement agencies.
- Receives non-emergency telephone calls from probation and surveillance officers, probationers, the public, and other agencies.
- Obtains and maintains a current and valid Arizona Criminal Justice Information System (ACJIS) "A" level certification, as required by the October 1984 National Criminal Information Center (NCIC) Advisory Board, and approved by the Federal Bureau of Investigation (FBI).

Additional Responsibilities/Duties

- Performs other related tasks as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters.
- Must have knowledge of the proper use and care of radio and telephone equipment.
- Must have knowledge of the law enforcement terminology, business English, grammar, and basic math.
- Must have the analytical skills to pay attention to details, and recall and record those details when necessary.
- Must have strong computer, radio, and communication equipment skills.
- Must have the ability to handle situations firmly, courteously, tactfully and impartially, and react to emergencies quickly and calmly.
- Must have the ability to communicate effectively with a wide variety of coworkers and the public.

MINIMUM REQUIREMENTS:

A high school diploma or an equivalent GED certificate and one year of customer service work experience. Previous experience coordinating multiple incoming phones calls preferred. OR Any equivalent combination of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

Required to obtain ACJIS “A” level certification within six months of date of hire.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position and reports to the Dispatch Supervisor. This position performs duties under general direction and has no lead or supervisory responsibilities.

Date: 06/01/01

Revised: 06/29/04; 04/10/07; 09/08/13

Approved by:

Hiring Authority

Date

Director, Human Resources

Date