

YAKIMA COUNTY, WASHINGTON
CLASS SPECIFICATION
CLASS TITLE: LAW ENFORCEMENT DISPATCHER

BAND: B B	GRADE: 2 3	SUBGRADE: 4 1	CLASS CODE: J23-4024
DEPARTMENT: Varies	ACCOUNTABLE TO: Varies	Job Family: Legal	OVERTIME STATUS: Non-Exempt
JOB SUMMARY: The Law Enforcement Dispatcher performs technical activities related to receiving, transmitting and relaying information concerning law enforcement and other public safety activities to, from and between mobile units and stations.			
DISTINGUISHING CHARACTERISTICS: The Law Enforcement Dispatcher class is the entry level of a three-level dispatcher classification series. The Law Enforcement Dispatcher class is distinguished from the Lead Law Enforcement Dispatcher class by the supervisory authority given. The Law Enforcement Dispatcher classification series is distinguished from other office support classifications by duties associated with dispatch services requiring knowledge and skill in the use of specialized communication equipment.			
DUTY NO.	ESSENTIAL DUTIES:		BAND/ GRADE
1.	Answers and responds to emergent/non-emergent calls from the public along with business calls directed to the Sheriff's Office. Assesses and determines priority of the call and availability of response units; elicits pertinent information from callers and disseminates the information received to law enforcement and other public safety agencies. Responds to general law and civil questions from the public and law enforcement.		B2
2.	Receives, transmits and relays information by operating radios, multi-line telephone systems, computer terminals, private line intercom systems and other telecommunication devices. Monitors video displays and a multi-station/frequency radio console.		A1
3.	Confirms warrants are being entered and that second party checks are completed. Enters and proofs warrant documents. Verifies data provided and ensures accuracy of documents. Reviews and proofs Civil Division documents. Verifies data provided/ensures accuracy of documents entered. Ensure accuracy and completeness of all records.		B2
4.	Develops and maintains working relationships with the community, municipal, state, and federal law enforcement and court contacts. Provide staff support to 7 agencies the County dispatches for to include Spillman knowledge, county code, Washington state law and civil knowledge. Provide technical support to all Spillman agencies in our county to change and update passwords for the system. Researches subjects and items in our state and national system for Juvenile Detention, Yakima County Jail for warrant and orders. Coordinates efforts between agencies, staff, providers, volunteers and the public.		B2
5.	Enters inquiries into the National Crime Information Center computer and confirms information retrieved regarding outstanding warrants, validity of drivers' licenses, stolen items and civil orders.		A1
6.	Organizes, maintains, compiles, retrieves and accurately records data into or from computers and/or logs. Writes related reports.		A1
7.	Performs other duties as required.		
Knowledge of: (position requirements at entry): Knowledge of: <ul style="list-style-type: none">• Reading and writing ability with proper grammar and spelling in the appropriate language• Knowledge of the geography and location of communities that comprise Yakima County• Research/records experience; finding and pulling information on a daily basis• Cartography experience (ability to read maps)• Basic recordkeeping theories			

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- Office practices
- Washington State laws, county code and civil knowledge
- Customer Service techniques
- Multi-tasking abilities
- Microsoft Office Suite (Word, Excel, Outlook)
- Law Enforcement programs and websites (Spillman, GIS database, Offender Watch, Department of Licensing, ACCESS/WACIC/NCIC)

Skills (position requirements at entry): Skill in:

- Telephone skills and etiquette
- Ability to multi-task
- Understand and retain oral information
- Determine emergency priorities
- Maintain file systems
- Interpret information through computer entry
- Use computer related software
- Use of audio recording systems and emergency notification systems
- Communication, oral and written to exchange and convey information
- Maintain composure under pressure and emergent situations

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (GED) and five (5) years of relevant work experience or an equivalent combination of education and experience which provides knowledge, skills and abilities sufficient to successfully perform the essential duties of the job and successful completion of Public Safety Testing.

Required: Fluency in English

Preferred: Fluency in other spoken languages

Licensing Requirements (position requirements at entry):

- Provide evidence of U.S. citizenship (e.g. birth certificate);
- Valid WA State Driver's License and proof of insurance, if requested

Position Requirements:

- Provide evidence of high school diploma or GED certificate;
- Successful completion and determined suitability for the position based on current State and County Civil Service rules which include the results of a background investigation, polygraph examination, and a psychological examination.

Working Conditions: Position may have the potential exposure to the following:

Environment: Exposure to hostile/angry/emotional individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or 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 and standing are required only occasionally and all other sedentary criteria are met.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

Classification History:

New Class: 07/97

Revised: 01/99

Revised: 07/21

Revised: 12/22