

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

BAND: B B	GRADE: 2 3	SUBGRADE: 5 2	CLASS CODE: J23-4025
DEPARTMENT: Varies	ACCOUNTABLE TO: Varies	Job Family: Legal	OVERTIME STATUS: Non-Exempt

JOB SUMMARY: The Lead Law Enforcement Dispatcher functions as the shift supervisor responsible for coordinating 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: Lead Law Enforcement Dispatcher is the second level of a three level dispatcher classification series. The Lead Law Enforcement Dispatcher class is distinguished from the Law Enforcement Dispatcher class by shift supervisory authority over lower-level staff. The Law Enforcement Dispatcher classification series is distinguished from the Law Enforcement Dispatch Supervisor classification that has the overall administrative authority of both dispatch classifications.

DUTY NO.	ESSENTIAL DUTIES:	BAND/ GRADE
1.	Functions as shift lead and responsible for overseeing performance and quality of work of Law Enforcement Dispatchers as assigned. Monitors, schedules and assigns work to others. Acting supervisor in the absence of the Law Enforcement Dispatch Supervisor.	B2
2.	Responsible for training, approval of daily entries, recordings of assigned shift. Ensure required entry and reporting completed by dispatchers is accurate and complete.	B2
3.	Makes recordings of search warrants, probable cause statements and other recordings requested by the Prosecutor's Office when the Law Enforcement Dispatch Supervisor is unavailable. 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 warrants and orders. Coordinates efforts between agencies, staff, providers, volunteers and the public.	B2
5.	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
6.	Other duties as assigned.	

Knowledge of: (position requirements at entry): Knowledge of:

- 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
- Office practices
- Washington State laws, county code and civil knowledge

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- Customer Service techniques
- Multi-tasking abilities
- Microsoft Office Suite (Word, Excel, Outlook)
- Law Enforcement programs and websites (Spillman, GIS databased Offender Watch, Department of Licensing, ACCESS/WACIC/NCIC)

Skills (position requirements at entry): Skill in:

- Supervisory skills, ability to train others
- Ability to monitor and assign work to others
- Telephone skills and etiquette
- Determining emergency priorities
- Ability to multi-task
- Understand and retain oral information
- Maintain file systems
- Interpret information through computer entry
- Use computer related software
- Use of audio recording systems and emergency notifications 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 six years of work experience as a dispatcher of which one year of experience is of dispatching for a law enforcement agency and one year of supervisory or experience training others or an equivalent combination of education and experience which provides knowledge, skills and abilities sufficient to successfully perform the essential duties of the job.

Preferred: Associate's of Arts Degree and 4 years of work experience as a dispatcher of which one year of experience is of dispatching for a law enforcement agency and one year of supervisory or experience training others.

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: 06/18

Revised: 09/21

Revised: 12/22