



UMATILLA COUNTY POSITION DESCRIPTION



Department:
Position Title:

Sheriff - Communications
On-Call Telecommunicator

Employee Name: _____

Effective Date: _____

Job Series: _____ **Salary Range:** 2010
Union Covered: Yes **BOLI Exempt:** No

GENERAL DESCRIPTION OF POSITION

The Telecommunicator/Emergency Medical Dispatcher is responsible for answering 9-1-1 emergency, non-emergency, and administrative telephone lines, and is responsible for providing callers with necessary assistance. Makes response decisions regarding fire, police and EMS. Also, is responsible for receiving and transmitting to mobile units on a two-way radio, under the provisions set up by the FCC.

SUPERVISORY RELATIONSHIPS

Supervision Received:
Under the direct supervision of the Communications Sergeant. Chain of Command is Sergeant, Lieutenant, Undersheriff, and Sheriff.

Supervision Executed:
Supervision is not a normal function of this position, however senior dispatcher may have to supervise new employees during the training process.

Principal Duties of Position:

- 1. TELECOMMUNICATIONS AND 9-1-1 DUTIES - EE**
 - a. Answers incoming 9-1-1 emergency calls.
 - b. Emergency Medical Dispatch of Pendleton Ambulance, Medic 400, Milton-Freewater, Hermiston Ambulance, Echo QRT, Meacham QRT, Pilot Rock QRT, Ukiah QRT and Tribal QRT.
 - c. Provide pre-arrival emergency medical information to the caller from the Co-Med cards. Train and be knowledgeable of information on cards.
 - d. Dispatch of Fire Departments, including Athena, East Umatilla County Rural Fire District, Echo Fire Dept., Pilot Rock Fire Dept., Ukiah Volunteer Fire Dept., Helix Fire Dept., Meacham Volunteer Fire Dept., Hermiston Fire Dept. and Milton-Freewater Fire.
 - e. Dispatch appropriate police agency response, including Oregon State Police.
 - f. Answers Telecommunications Device for the Deaf emergency calls.
 - g. Paging emergency medical services.

- h. Documentation of 9-1-1 calls enter into CAD system.
 - i. Be knowledgeable of all outside agencies and their areas.
 - j. Assist other agencies in 9-1-1 situations.
 - k. Answer incoming non-emergency calls and complaints.
 - l. Document complaints and enter into CAD system.
 - m. Dispatch appropriate agency to complaint calls.
 - n. Operate telephone and CAD computers.
- 2. RADIO DUTIES - EE**
- a. Monitor and answer radio calls.
 - b. Provide Dispatch Services for the following Law enforcement agencies.
 - i. Umatilla County Sheriff's Office
 - ii. Pendleton Police Department
 - iii. Athena Police Department
 - iv. Pilot Rock Police Department
 - v. Weston Police Department
 - vi. Stanfield Police Department
 - vii. US Forest Services Law Enforcement
 - viii. Union Pacific Railroad Law Enforcement
 - c. Tone Out Agencies
 - i. Pendleton Fire And Ambulance
 - ii. Echo Fire Dept.
 - iii. Echo QRT
 - iv. Athena Fire Dept.
 - v. East Umatilla County Rural Fire Dept.
 - vi. Medic 400
 - vii. Pilot Rock QRT
 - viii. Pilot Rock Fire
 - ix. Adams Fire
 - x. Helix Fire Dept.
 - xi. Umatilla County Search and Rescue
 - xii. Ukiah Fire Department
 - d. Maintain radio log for all police, fire and ambulance personnel on duty.
 - e. Records checks, warrant checks, restraining order checks.
- 3. CHEMICAL STOCKPILE EMERGENCY PREPAREDNESS PROGRAM - EE**
- a. Train on the CSEPP console to be prepared to activate the alert notification system in the event of a chemical emergency at the Army Depot.
 - b. Answer the Army Depot Crash Phone and Conference Bridge phones.
 - c. In the event of a CSEPP emergency, activate the alert notification system, activate the TAR radio system and complete call down list for notification of responders.
 - d. Monitor the alert notification system, including the sirens, TAR radios, and reader boards.
 - e. Dispatch appropriate agencies for traffic control and evacuations.
 - f. Answer 9-1-1 calls and status calls appropriately.
- 4. OTHER DUTIES - EE**
- a. Warrants: Enter into LEDS computer and maintain current files. Confirm and locate warrants with other law enforcement agencies. Clear warrants out of computer after an arrest.
 - b. Restraining orders: Enter into computer and maintain current files.

- c. Juvenile warrants: Enter into computer and maintain current files.
- d. Enter missing persons, ATLS, juvenile runaways, stolen guns, stolen articles, etc. into the LEDS computer.
- e. Maintain current call out lists
 - i. DA
 - ii. Juvenile
 - iii. Crime Team
 - iv. Children and Family Services
 - v. Emergency Management
 - vi. Search and Rescue
 - vii. Umatilla County Reserves
 - viii. Quick Response Teams
 - ix. ODOT
 - x. County Road Dept.
 - xi. Wreckers/Tow Trucks
 - xii. Medical Examiners
- f. NAWAS EE
 - i. Answer and identify Umatilla County on roll call.
 - ii. Distribute information received to Wallowa and Morrow Counties and other affected agencies and personnel.

OTHER DUTIES OF POSITION

1. Type information into the computer system.
2. Knowledge of maps and be familiar with county and all cities.
3. Daily Burn Message for smoke management.
4. Send and receive faxes.
5. Other duties as assigned.

The duties of the Telecommunicator/Emergency Medical Dispatcher can be changed as needed to serve the goals of the division. The statements contained herein reflect general details as necessary to describe the principle functions of the position. They should not be considered an all-inclusive listing of work requirements.

REQUIREMENTS FOR POSITION

1. Must be at least 18 years of age. Possess a high school diploma/or a GED. Must be willing and successfully complete and maintain certification for Basic Telecommunicator and Emergency Dispatch within first year of hire. Must attain and maintain LEDS certifications.
2. Must be able to understand, speak, and write the English language clearly and fluently.
3. Must possess knowledge to operate miscellaneous office equipment, including a personal computer, telephone computer, computerized radio equipment and fax machine. Be highly organized and self-motivated individual.
4. Must have the ability to work without supervision. Must be able to make response decisions under low, medium and high stress conditions where life and property are concerned. Must be able to gain control of an out-of-control person under low, medium and high stress conditions where life and property are concerned. Must be a multi-task

oriented individual.

5. Knowledge to operate and communicate on law enforcement radio. Must have knowledge of FCC rules and regulations.
6. Have the ability to work with ethnic minority groups and communities. The ability to establish and maintain effective working relationships with employees, other agencies and the general public. Requires devising work methods and solutions for each problem. Work is subject to continuous pressures calling for inventiveness.

Signature/Date