

# SOUTHERN IDAHO REGIONAL COMMUNICATION CENTER OPERATING POLICY

<b>SUBJECT</b>	<b>POSITION DESCRIPTION: SIRCOMM COMMUNICATIONS DISPATCHER</b>	<b>SECTION 1.400</b>
<b>APPROVED</b> <i>[Signature]</i>	<b>DATE ISSUED</b> NOV 18 2002	<b>DATE REVISED</b> OCT 27 2004
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**GENERAL STATEMENT OF DUTIES:**

The Communications dispatcher position is the level of execution of the Communications Center. They receive requests for service of a public safety nature, including law enforcement, fire suppression and emergency medical services. They relay those requests to appropriate agencies that are charged with providing those services. Communications dispatchers are employed by SIRCOMM. They are directly supervised by the Communications Shift Supervisor assigned and report directly to that assigned Communications Shift Supervisor.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

Under the supervision and direction of a Communications Shift Supervisor, the Communications dispatcher must quickly, accurately and appropriately respond to requests for service involving law enforcement, fire suppression and emergency medical services having additional responsibility to various Public Works and County Disaster Service Agencies received from the general public. They are then responsible to provide support and assistance of a necessary nature and relay accurate and current information to those persons whose duty it is to provide those services to the public. This information and support may be provided by telephone, radio, teletype, computer or any other method available for use in that effort.

**EXAMPLES OF WORK:**

The following tasks are typical for this position. The Communications dispatcher may not perform all of these tasks and/or may perform similar tasks not listed here. This list of duties is illustrative and used to provide examples only.

- (1) Operates telephone and radio equipment in order to receive and analyze incoming requests for service pertaining to law enforcement, fire suppression and emergency medical services.
- (2) Elicits necessary information in order to determine the need for service, the type of service, where the service is to be performed, who needs the service and who is requesting the service.
- (3) Determines the classification of requests for service and the priority nature of the request.
- (4) Dispatches appropriate agencies and personnel to address the need for service.
- (5) Provides continuing communications and necessary support to responding personnel.
- (6) Contacts other governmental or private agencies to obtain needed services or additional support.
- (7) Operates technical electronic equipment, computers, office equipment or appliances and may perform necessary preventive or minor maintenance functions. If not practical to perform those functions, makes appropriate notifications in order to facilitate repairs.
- (8) Keeps logs, sorts, cross-indexes, files correspondence, records and other materials numerically and alphabetically or by other predetermined classification and performs such other clerical duties requiring typing skills and office practice skills as may be required.
- (9) Monitors other agencies' communications in order to respond to requests for assistance or support.

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- (10) When appointed Work Crew Leader informs representatives of printed or electronic news media of information which is authorized for release.
- (11) Conducts surveys and gathers information necessary to draw and maintain accurate street maps.
- (12) Becomes familiar with the duties of the Communications Shift Supervisor's position in order to act in the capacity of Work Crew Leader during any temporary absence of a Communications Shift Supervisor.
- (13) On occasion, when assigned, acts in the capacity of Work Crew Leader in the absence of a Shift Supervisor and reports directly to the Operations Manager/Director in that capacity.
- (14) Performs such other tasks and assumes those responsibilities as may be assigned by a Communications Shift Supervisor or the Operations Manager.