



El Paso County (CO) Emergency Services Dispatcher

SALARY	\$58,780.80 - \$73,112.00 Annually	LOCATION	Colorado Springs, CO
JOB TYPE	Full-Time	JOB NUMBER	2400195
DEPARTMENT	Sheriff's Office	OPENING DATE	04/13/2024
CLOSING DATE	4/28/2024 11:59 PM Mountain		

Need more information on completing a job application? See the [EPC Application process here](#).

Job Summary

Salary to be commensurate with qualifications

This is an in-person position and is not eligible for remote work. This position has an anticipated work schedule of Day or Night Shift; 8, 10 or 12 Hour Shifts covering a 24 hour operation, subject to change. Under FLSA guidelines, this position is non-exempt.

Please be advised this position may close on or after 04/15/2024, without advance notice, should we receive a sufficient number of applicants.

Employment Benefits

Work Life Balance

- 12 Vacation days (96 hours)
- 3 Personal Holidays (24 hours)*
*prorated based on start date
- 12 Sick days (96 hours)
- 11 Holidays

Additional Benefits:

- Medical, Dental, Vision, and Life Insurance
- Employee Fitness Centers
- 2 Onsite Health Centers
- Defined Benefit Retirement Plan
- 457 Deferred Compensation Plan
- Tuition Reimbursement
- Public Service Student Loan Forgiveness eligible employer
- Employee Assistance Program
- Long & Short-term Disability Benefits

www.elpasoco.com/benefits

Receives and answers 911, emergent, and non-emergent telephone and text calls for multiple police, fire, and other agencies in El Paso County. Dispatches law enforcement agencies, fire departments, search and rescue, and medical units.

Provides pre-arrival instructions on medical and fire calls. Performs data entry and retrieval within multiple computer systems; performs administrative duties as needed. Assists in all areas of the training program, including training personnel on the functions and duties of the Communications Center. Assigned to special projects and working groups as directed. Assumes shift supervisory duties in the Supervisor's absence, as assigned. This position requires excellent decision-making

with sound judgment and communication skills as well as the ability to multi-task while maintaining a high degree of emotional self-control in potentially stressful, negative, and sometimes aggressive situations.

Essential Duties/Responsibilities

- Answers, evaluates, and prioritizes 911, emergent, and non-emergent telephone and text calls.
- Calms, negotiates, and interviews callers to obtain complete and accurate information to determine the urgency and need for emergency services.
- Prioritizes and documents information and ensures timely notification to the appropriate agency.
- Provides self-help and pre-arrival instructions to callers when appropriate using established protocols.
- Enters and monitors all calls for service and unit activities utilizing a Computer Aided Dispatch (CAD) System for numerous law enforcement agencies, fire departments, and several individual County and municipal departments.
- Tracks the status and location of emergency responders and other field units. Maintains accurate and complete logs of records of communications; maintains handwritten notes in the event of a CAD failure.
- Dispatches law enforcement agencies, fire departments, search and rescue, and medical units using a digital 800 MHz radio system. Transmits and receives messages and information to and from emergency responders and other field units.
- Operates various paging and notification systems; monitors and updates inter-agency emergency notification systems.
- Provides investigative support through data entry and retrieval in CAD, NCIC/CCIC, records management system, jail management system, and other resources. Conducts searches for warrants, driving status, vehicle registrations, and criminal histories. Relays information to appropriate personnel.
- Enters, confirms, updates, and modifies data in NCIC/CCIC regarding warrants, missing people, stolen vehicles or guns, and other records.
- Operates and performs routine checks for telephone and radio recording systems; coordinates repairs to systems as needed.
- Provides excellent customer service to all citizens, emergency responders, and staff; maintains effective working relationships.
- Maintains confidentiality for citizens, emergency responders, and other employees.
- Provides on the job training and mentoring for new hires in the Communications Center as directed.
- Assists the Communications Center training program, including conducting scenarios and tests for all disciplines of dispatching and call taking. May provide training to other sections, departments, or outside agencies as needed.
- Demonstrates knowledge and adherence to established rules, policies, and procedures. Completes job-related training and continuing education as required, within allowable time limits.
- Provides courtroom testimony as required.
- Assigned to special projects and workings groups as directed. May participate in tabletop and full scales exercises as assigned.
- Assumes shift supervisory duties as assigned.
- Performs other duties as required.

Qualifications

Knowledge, Skills, and Abilities:

- Successful completion of the Communications Center training program required.
- Must be honest, truthful, trustworthy, and possess a high degree of personal integrity.
- Knowledge of geographical locations within El Paso County and surrounding agencies.
- Ability to understand and utilize CAD, radio, telephone, and other computer systems while monitoring multiple computer screens.
- Ability to hear and speak clearly on a two-way, multi-channel radio system with multiple frequencies while hearing and recording a variety of radio voice transmissions.
- Ability to memorize, retain, and accurately recall information and codes while performing other tasks simultaneously.
- Ability to communicate and understand citizens, emergency responders, and other team members effectively and professionally under times of extreme stress.
- Ability to prioritize, organize, and balance multiple tasks at the same time while maintaining a high degree of accuracy.

- Ability to adapt to constantly changing situations and effectively take appropriate action; exercise critical thinking, sound judgment, and decision making while obtaining information quickly and accurately.
- Ability to remain calm and efficient during times of heavy workload.
- Ability to effectively handle varying degrees of stress in a multitude of emergency and non-emergency situations.
- Ability to understand and execute complex verbal and written instructions, policies, and procedures.
- Ability to type 40 words per minute accurately while receiving information relayed over the telephone and/or radio.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Maintain regular and punctual attendance.

Required Education and Experience:

- High school diploma or equivalent education.

Licenses/Certificates:

- Must possess and maintain a valid driver's license.
- Must obtain and maintain Criminal Justice Information System (CJIS) Compliance within six months of employment.
- Must possess and maintain a valid CPR Certification within thirty days of starting the Dispatch General Training Academy.
- Must possess and maintain NCIC/CCIC Certification within thirty days of starting the Dispatch General Training Academy.
- Must obtain a National Center for Missing and Exploited Children (NCMEC) Certification within thirty days of starting the Dispatch General Training Academy.
- Must possess and maintain an International Academy of Emergency Medical Dispatch Certification within thirty days of starting the Dispatch General Training Academy.

Pre-Employment Requirements:

- Must pass pre-employment testing which includes a typing test.
- Must pass background investigation, motor vehicle record check, drug screen, hearing and vision test, and truth verification examination.

Work Conditions

Duties are performed onsite, in a potentially high stress emergency dispatch environment. Position requires shift work to ensure coverage for operations 24-hours per day 7-days per week; will be required to work days, evenings, and/or overnights depending on shift assignment. Will be expected to work weekends and holidays. Position is subject to on-call status, emergency call outs, and potential over-time. Prolonged periods of standing or sitting may be required.

VISION

El Paso County will be a trusted regional leader known for excellence in county service delivery.

PURPOSE

We provide essential public services to the Pikes Peak Region in support of our residents, businesses, and communities, enhancing the freedom for all to thrive.

El Paso County is an E-Verify and Equal Opportunity Employer.

El Paso County adheres to Federal drug screening guidelines and requires a pre-employment drug screen.

Agency

El Paso County (CO)

Department

Sheriff's Office

Address

El Paso Office of the Sheriff
27 East Vermijo Avenue

Emergency Services Dispatcher Supplemental Questionnaire

*QUESTION 1

How did you learn of this position?

- El Paso County Website
- Indeed.com
- Employee Referral
- Social Media (Twitter/Facebook)
- LinkedIn
- University/College Career Site
- Industry-specific Career Site
- Professional Membership Career Site
- Career Fair
- Other

QUESTION 2

If you were referred by an El Paso County Sheriff's Office employee, please list the employee's name.

*QUESTION 3

Do you have a high school diploma or equivalent education?

- Yes
- No

*QUESTION 4

Do you have a valid driver's license?

- Yes
- No

*QUESTION 5

The Sheriff's Office employs a "non-release" hostage policy. This means that in the event you are taken hostage, either inside or outside of a Sheriff's Office facility (vehicles included), we would do everything within our power in order to secure your release; however, we would never release an inmate or prisoner. Can you work in an environment that operates under a policy such as this?

- Yes
- No

* Required Question