

DISPATCHER I POSITION INFORMATION

As a Dispatcher for the Logan City Police Department you would work with police, fire and medical professionals throughout Cache County during emergency and non-emergency situations. On a daily basis calls can range from life threatening emergencies to barking dogs – and everything in between! Many people think being a dispatcher is exciting – and at times it is! At other times it may be overwhelming, stressful, heartbreaking or even boring! Being a dispatcher requires good communication and multi-tasking skills and the ability to work under stressful conditions. So – what else does a 911 Dispatcher do?

Job Duties

Dispatchers answer calls from citizens on 911 and other non-emergency phone lines. Dispatchers gather and input all applicable information, such as the location of the incident, caller's personal info and details of the situation. You must also assess the situation and location and send police, fire or medical assistance as needed. During certain situations dispatchers must also provide emergency medical instructions to the caller, continue to gather vital information and keep the caller calm until emergency responders arrive.

Dispatchers also use radios to communicate with police, fire and medical responders. Dispatchers must be able to effectively multi-task by talking on the phone and radio (often at the same time) while also entering information into the computer and communicating with co-workers.

The information that is passed through the dispatch center can involve sensitive and highly confidential information that cannot be discussed, or otherwise disclosed to non-law enforcement persons.

Work Environment

911 dispatchers work in a stressful environment. An improper or delayed response by a dispatcher can put the caller, the public and/or the responders at risk. Every day is different. Some shifts may include long periods of little workload, while others will be packed with multiple emergencies occurring at the same time. At any moment you may suddenly be comforting a caller who just found a family member deceased or instructing a child to safety while their parents are involved in a violent dispute. Things change rapidly and without warning. Callers are often frightened or excited and getting necessary information may be difficult. In some situations, the caller may become angry, violent or abusive and you must be able to stay in control of the situation.

Training & Certifications

We provide our employees with all necessary training and certifications for becoming a dispatcher. Generally dispatchers develop their skills in on-the-job-training. Newly hired employees work closely with a certified dispatch trainer for the first 4 months of employment. During that time new employees also attend the Utah POST Dispatch Certification Course, become certified in CPR and as an Emergency Medical Dispatcher.

Not everyone can be a dispatcher. We utilize a thorough screening process in order to select the best candidates possible. However, like the position, the training can be difficult and sometimes demanding. Employees must be able to receive instructions and constructive criticism, often during chaotic situations. Within the first year of employment a person may be let go if they do not demonstrate the ability to adequately perform required tasks, have a poor attitude or do not work well as a team member.

Teamwork

No matter how good of a dispatcher you become you cannot do this job alone – teamwork is critical. Relying on your coworkers to help you is just as important as you helping them. Each dispatcher plays a vital role in providing services to our customers. Some incidents involve complicated responses which include many steps that must be completed quickly. Often times, one single call will involve everyone’s help. Employees must be able to work together well at all times.

Customer Service

Dispatchers are generally the first point of contact for the public when the need for police, fire or medical assistance is needed. Ensuring professional, helpful and quality service to our customers is paramount. In addition to the public, customers of the 911 dispatch center include law enforcement officers & personnel, professional and volunteer fire departments, medical first responders, ambulance personnel, and many others.

Employees must demonstrate professionalism, courtesy, empathy and respect to customers. A friendly tone, positive attitude, and helpful actions must be provided to our customers at all times, even during difficult circumstances.

Scheduling

The dispatch center is staffed with a minimum of 3 people, 24 hours a day, every day. Dispatchers generally work rotating 8 or 10 hour shifts. Day shift begins at 6am, swing shift at 2pm and graveyard at 10pm. As scheduling allows cover shifts starting at various times may also be offered. Employees must be able to accommodate a rotating work schedule. At times flexibility is also necessary. We can usually accommodate requests for time off while still providing adequate staffing. This may result in switching days or altering work hours on occasion.

New employees who are in the training program work the same shift as their trainer. Once training is complete new employees then rotate through day, swing and grave shift for the remainder of their introductory period (which is 1 year from your hire date). Employees then bid for their shift based on seniority. All employees are required to work 2 months of each shift (day, swing and grave) within a 12-month period. Employees bid for shift placement for the upcoming year each October. Days off are bid for 2-4 months in advance.

Working holidays is a part of the entire public safety profession. When possible we try to ensure that employees get some time off during certain holidays and are compensated for those holidays which they do work.

Position Benefits

Employee benefits for the Full-time Dispatch I position are outlined in the Human Resource section of Logan City’s website at: www.loganutah.org.

Thank you for your interest in this position.

If you have further questions, please contact:

Laurilee Tarbet at (435)716-9424 or laurilee.tarbet@loganutah.org

OUR PURPOSE

We are part of a public safety family that share a common goal to support and strengthen our community. We are committed to serve the citizens and responders of Cache County by carrying out our duties with *compassion, respect and pride.*

OUR MISSION

We are here every day to help others and to ensure the safety of our responders and citizens. We meet the difficulties and challenges of public safety communications with confidence, knowing at the end of each day *we have made a difference.*
