

911 Coordinator & Dispatch Manager

Apply at: <https://www.indeed.com/job/911-coordinator-dispatch-manager-fa97d2aec580740e>

Applications due by 5:00 p.m. on Friday, March 12, 2021

POSITION SUMMARY: Under the direction of the Owyhee County Sheriff or Chief Deputy, manages the assigned essential functions and operations of the Owyhee County Communications Center; performs other duties as assigned.

ESSENTIAL FUNCTIONS:

- Manages the overall operations of the Communications Center.
- Supervises quality control through CAD and EMD databases. Supervises quality control checks of entries into CAD, ILETS/NCIC, and NIBRS.
- Schedules training and maintenance of certifications for to include, but not limited to, EMD, ProQA, Spillman Flex, CPR, and Idaho POST Communications Officer Certification, ILETS, and CJIS certifications for Owyhee County and Homedale City Police employees.
- Supervises and ensures maintenance of all Communications Center equipment and software, to include the Callworks 911 phone system, Motorola Dispatch Radio Consoles, and Spillman Flex CAD.
- Purchases, installs, and maintains office and other equipment for the Communications Center and/or Sheriff's Office as requested by the Sheriff.
- Serves as a Spillman Flex Applications Administrator (SAA) for Owyhee County and works closely with the other SAAs to update and maintain the Spillman Flex system, to include GIS and mapping.
- Provides first-line tech support for various hardware and software within the Sheriff's Office, and coordinates IT support for issues that cannot be resolved in house.
- Maintains and keeps all records and contracts for the Communications Center and/or Sheriff's Office as directed by the Sheriff.
- Maintains and updates all emergency manuals; prepares written reports as directed.
- Manages the duty schedule for the Communications Center to ensure minimum staffing and budgetary allocations are maintained.
- Performs the duties of a Dispatch Supervisor when necessary, including dispatching and call taking.
- Develops and submits statistical analysis of 911 Dispatch activity as needed. Performs grant writing and administration for the Sheriff's Office and County, as needed.
- Attends regular meetings of the IPSCC, DIGB3, BOCC, and others as needed, either virtually or in person.
- Performs other duties as needed, instructed, or assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of the geography of Owyhee County.
- Skilled in map reading.
- Strong organizational and communications skills.

- Must be able to work both collaboratively and independently.
- Ability to prepare accurate logs and reports.
- Ability to think clearly and make quick decisions in an emergency situation.
- Must be able to obtain the Basic Communications Officer Certification through the Idaho Peace Officers Standards and Training Academy (POST) within 18 months of hire. Please see Idaho Administrative Code IDAPA 11.11.01 Page 11, 055. Ineligibility Based Upon Past Conduct: <https://adminrules.idaho.gov/rules/current/11/111101.pdf> to confirm your eligibility for hire, which will be verified by an extensive background check.
- Must be able to become ILETS/NCIC, EMD, and CPR Certified.

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Background Check Application can be accessed at <http://www.owyheecounty.net> on the EMPLOYMENT page.

Owyhee County is an equal opportunity employer.