



EMPLOYMENT OPPORTUNITY

LEAD DISPATCHER

SALARY AND BENEFITS

\$24.30-\$32.07 per hour, plus benefits package

FILING DEADLINE

Open until filled.

DUTIES AND RESPONSIBILITIES

The Lead Dispatcher will assign, supervise, evaluate, schedule and participate in the work of Dispatchers. The major duties of the job include:

- Assign, direct, evaluate and supervise the work of subordinates.
- Schedule or assign shifts in accordance with department policy and collective bargaining agreements. Reviews schedules and supervises the activities and assignments of assigned personnel.
- Monitor and check the work of dispatchers. Direct and audit dispatchers in the performance of their duties. Record information on the performance of dispatchers and recommends disciplinary or commendatory action.
- Ensure that assigned staff exercises good judgment in coordinating and following through on responses to situations which may affect the lives and safety of the public.
- Assure compliance with protocols, procedures, guidelines, policy and law.
- Train current personnel on new dispatch equipment, procedures, policies and regulations in group and one-on-one settings.
- Facilitate the transition of new dispatchers into the department by providing one-on-one training. May be assigned by the Captain or designee as a communications training officer (CTO), providing instruction to new dispatchers on the full scope of the job functions.
- Serve as the Agency's CLETS Coordinator. Act as the liaison to the California Department of Justice (CA DOJ) on matters pertaining to the use of the California Law Enforcement Telecommunications System (CLETS), the Federal Bureau of Investigation's National Crime Information Center (NCIC), the National Law Enforcement Telecommunications System (NLETS) and the CA DOJ criminal justice databases. The ACC (Coordinator for the law enforcement telecommunications system) should be familiar with all aspects of the CLETS, the NCIC, the NLETS and the CA DOJ criminal justice databases. The ACC's primary responsibilities include the following: Ensure compliance with mandated state and federal auditing requirements; Coordinate the CLETS inspections of Lassen County with the CA DOJ; Receive validation lists and coordinate the information validation; and promptly respond to the CA DOJ annual Agency Representative and Originating Agency Identifier Agency request. Advise terminal operators within Lassen County of formats used on terminals within Lassen County; Determine the need and coordinate the CLETS/NCIC-related training; and Maintain and have available the CLETS/NCIC training records.
- Responsible for the management of the counties local warrant repository.
- Receive and dispose of incoming telephone and voice radio calls.
- Perform responsible clerical work of moderately high difficulty.
- Provide information to other criminal justice agencies.
- Work closely with the Courts, District Attorney, Probation Department, Police department and other local Law enforcement agencies to facilitate the smooth operation of the Dispatch center.
- Log all sheriff and police calls for service; compile data and prepare reports of reported emergencies.
- Serve as the agencies 911 coordinator.

- Perform other duties as assigned

MINIMUM QUALIFICATIONS

Education: Equivalent to completion of the twelfth grade.

Experience: Two years' experience as a Dispatcher in the Lassen County Sheriff's Office or equivalent law enforcement organization.

Must successfully pass an extensive background check as well as psychological testing.

Minimum Age Must be at least 18 years of age at the time of appointment.

License: Possession of, or ability to obtain, a California driver's license may be required by the position. Completion of POST Basic Dispatch Training course is required within 6 months of appointment.

Must successfully pass an extensive background check, physical exam and drug screen.

SELECTION PROCESS

Application materials will be reviewed, and the best-qualified applicants will be invited to participate in interviews.

HOW TO APPLY

It is your responsibility to provide specific, accurate and complete information describing how you meet the minimum qualifications. A Lassen County application is available at our website at: <https://lassencounty.org> or by visiting our application center at the address listed below. Qualified applicants are invited to submit a required Lassen County application to:

Lassen County Personnel Department
221 South Roop Street
Susanville, California 96130

☎ (530) 251-8320 ☎

Updated: 03/17/2023

☞ GENERAL INFORMATION ☞

Lassen County is an equal opportunity employer hiring employment eligible applicants.

Disabled applicants who require special testing arrangements should contact the Personnel Department prior to the filing deadline.

In accordance with the Immigration Reform and Control Act, applicants must provide acceptable proof of identity or authorization to work in the United States.

A thorough background investigation will be conducted prior to employment. The investigation may include reference checks, fingerprinting, credit check, driver history and inquiry to local, state and federal files to obtain criminal history information.

All applicants who meet the minimum qualifications are *not* guaranteed advancement through any subsequent phase of the selection process.

Selection processes may include, but are not limited to, one or more of the following: application review, competitive screening, written examination, performance examination, and/or oral examination.

This bulletin is solely for the purpose of announcing a job opening. It does not constitute a contract, expressed or implied, and any provisions contained herein may be modified or revised without notice.