



YUMA COUNTY

RECRUITMENT ANNOUNCEMENT

Position: Emergency Communications Dispatcher
Department: Sheriff's Office
Classification: Non-Exempt, Eligible for overtime compensation
Salary: \$22.57 - \$26.95 / hr. D.O.Q.
Grade: 186
Close Date: Friday, September 18, 2026

THE COUNTY OF YUMA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY

NATURE OF WORK: Under close supervision, performs technical work of moderate difficulty in public safety communications. This position has department specific responsibility.

EXPERIENCE & EDUCATION: High School Diploma or GED equivalent; AND Six (6) months of customer service or clerical experience; OR an equivalent combination of education and experience; preferred keying skill of at least 40 words per minute.

Must obtain ACJIS and NCIC Terminal Operator Certifications within six (6) months of appointment and maintain certification.

SPECIAL REQUIREMENTS: May be required to successfully complete a background check, polygraph, and drug test prior to appointment; must possess and maintain a valid driver's license.

The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements.

****NOTE****

Reasonable accommodations will be made in order for an "otherwise qualified applicant" with a disability to participate in any stage of the recruitment process. Requests for accommodation must be made through the Yuma County Human Resources Department in advance of the event, or as soon as practical, so that necessary arrangements can be made (928) 373-1013 OR TDD (928) 373-1013.

Apply:
Yuma County Human Resources - 198 S. Main St., Yuma, AZ 85364
Phone: (928) 373-1013 Fax (928) 373-1153 Job Line (928) 373-6090
Website: www.yumacountyaz.gov
See Reverse Side For More Information

Emergency Communications Dispatcher

EXAMPLES OF WORK: *(Illustrative Only)* Operates fixed base communications equipment, to include computer-aided dispatch (CAD) system, 911 system, telephones, multi-channel radio, TDD (text telephone device for hearing/speech impaired), numerous computer databases and maps; answers incoming emergency and non-emergency calls, interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; calms and counsels distraught and irate callers in emergency situations; dispatches emergency responders; relays pertinent information to law enforcement personnel in a factual and concise manner; monitors radio channels and provides immediate information and assistance; maintains status and awareness of Sheriff's patrol units and monitors alarms; tracks the location and activities of all officers on duty; logs messages transmitted and received; enters all emergency assistance calls into the computer aided dispatch (CAD) incident logs; inputs and updates information into the National Crime Information Center (NCIC) computer systems; enters calls for service into the law enforcement database, to include date, time, caller's name, type of incident, responding officer's name, arrival time, and other details; retrieves information from automated files to access databases for information, wants and warrant checks, driver license and vehicle registration checks; composes, sends and receives messages via criminal justice computer system; operates and maintains telephone recording system; follows departmental policies and procedures in providing assistance and information to law enforcement and emergency services personnel, and the general public; notifies other State/Federal and regional agencies, as directed; notifies supervisor of critical incidents; reads and interprets maps for the public and law enforcement personnel to assist in locating certain geographical locations by utilizing city/county/state maps, atlas, and various computer mapping systems; performs various clerical tasks; maintains appropriate security and confidentiality of criminal histories and other sensitive information encountered in the performance of his/her duties; regular and reliable attendance; performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: County policies and procedures; Sheriff's Office policies and procedures related to dispatching law enforcement officers and other emergency services; Federal, state, and county laws governing the dispatch process and the use of dispatch equipment; law enforcement terminology, communication techniques, and codes; communication equipment, to include two-way radio, computer assisted dispatch systems, recording equipment, 911 equipment, and specialty equipment; Yuma County geographical area, road systems, and the locations of important buildings; business English, spelling, punctuation, and grammar.

Skills in: determining and prioritizing incoming information; handling multiple tasks simultaneously, under pressure, in emergency and stressful situations; listening and obtaining information from hostile and emotional callers; communicating clearly and concisely and relaying details accurately; effective decision making/problem solving based on limited amount of information in crises/emergency situations; reading maps; operating office and law enforcement communication equipment; operating computerized technology and job-related software applications; preparing and maintaining accurate records.

Ability to: enter information with speed and accuracy; memorize, retain, and accurately recall information and codes; maintain emotional control and work effectively during emergencies/crisis situations or extremely stressful conditions; maintain security of confidential information; exercise sound independent judgment in interpreting and applying laws, office policies, and procedures; work independently with minimal supervision; establish and maintain effective working relationships with supervisors, employees, other agencies and the public; follow written and verbal instructions; communicate clearly, both verbally and in writing.

Emergency Communications Dispatcher

Specialty Assignments:

An employee in this class may receive a field training work assignment. Employees assigned to field training perform additional duties, and are required to have additional knowledge, skills, and abilities. In addition, employees must be able to obtain and maintain certain certifications. Employees assigned to specialty units must be off probation and may have to successfully pass an oral board interview and/or other relevant testing. Employees are eligible to receive specialty pay when assigned for a period of time. Once an employee is removed from the specialty duty, the employee is no longer eligible for the specialty pay.

Field Training

Observes, supervises, and mentors Emergency Communications Dispatchers in training; instructs and evaluates Emergency Communications Dispatchers regarding Sheriff's Office policies and procedures, 911 system, and computer-aided dispatch (CAD); conducts daily performance evaluations highlighting accomplishments and deficiencies; completes end of phase evaluations with recommendations for continuation or additional training; devises detailed plan for additional training to correct deficiencies.

Knowledge, Skills, and Abilities:

Knowledge of methods, practices, and techniques of instruction and evaluation; Sheriff's Office Dispatcher Training Program. Skill in mentoring, motivating, leading, and supervising Emergency Communications Dispatcher; provide clear and concise instruction. Ability to provide conventional instruction, as well as innovative and practical training techniques; provide constructive criticism.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

- Work is performed in a confined area, fast paced, and in a high volume call center.
- Work non-standard hours, to include shift work, rotating shifts, holidays, and weekends.
- Sit for a long periods of time.
- May be required to bend, stretch, stoop, reach, and climb stairs.
- May occasionally lift, carry, push, and/or pull objects.
- Visual and muscular dexterity to operate: computer, telephone, and two-way radio.
- Utilized communication equipment to hear and respond to: radio communications, voice instructions, and/or commands.
- Operate a motor vehicle and travel to/from various locations for training/meetings.
- Random urinalysis testing.

EOE/AA/ADA/M/F/V/D
DRUG FREE WORKPLACE

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