

UTAH VALLEY DISPATCH SPECIAL SERVICE DISTRICT

Emergency Call Taker/Dispatcher

Location: Spanish Fork, Utah

\$15.83 - \$22.25 per hour

Utah Valley Dispatch Special Service District, providing public safety communications services to multiple police, fire and emergency medical agencies in Utah County, is looking for highly motivated individuals to fill positions of Emergency Dispatcher.

An Emergency 911 Call Taker/Dispatcher receives emergency and non-emergency calls, and dispatches appropriate responders via a public safety radio system.

Essential functions of the job include:

Evaluate incoming calls through structured interrogation of callers, quickly collecting critical facts.

Make an initial assessment about the nature and urgency of the call.

Record and relay information for police, fire and medical services.

Exercise good judgment and logical thought patterns during emergency and heavy workloads.

Gain control of calls through active listening, remaining calm, conveying objectivity and communicating effectively.

Operate computer-aided dispatch system.

Query local, state and national databases and relay to appropriate agencies.

Dispatch emergency requests to law enforcement officers, EMS, fire, and public works personnel for multiple agencies.

Relay geographical information to responding units including air ambulances, search and rescue, forest service, police, fire and EMS units.

Maintain accurate status of all units on radio channels.

Coordinate multiple agencies on different radio frequencies throughout the life cycle of a call.

Follow policies, procedures, guidelines and instructions.

Successfully complete certifications and recertification requirements.

Utilize appropriate interpersonal skills while communicating and interacting with the public, co-workers, supervisors, managers and others in the performance of the job duties.

Maintain confidentiality with information obtained through employment.

Persons considering this career must be aware that the work requires shift work, which includes working long shifts, all hours of the day, all days of the week, and on holidays and other special occasions.

Basic Qualifications:

U.S. Citizen

High school graduation or equivalent, plus six (6) months of customer service experience.

Must pass a typing test at or above the rate of 40 WPM net.

Applications will be screened to ensure requirements have been met, to include a preliminary criminal record check being conducted. Select applicants must then:
Attend a pre-test orientation session.
Pass extensive skills tests and interviews.
Pass a drug screen and extensive background check.
Other processes may be included such as medical, psychological and polygraph exams.

Upon hire a candidate must successfully complete the Communications Training program, and must obtain and maintain District required dispatch certifications.

Pay and Benefits:

Minimum pay: \$15.83 or higher beginning pay based on previous experience
Lateral hiring will be considered for experienced and certified dispatchers
Health, dental, life and vision insurance benefits available
Utah State Public Employees retirement
Vacation, sick and personal leave

To apply do the following:

Complete the application found on this web site.
Complete the preliminary criminal record check form.
Take a typing test and print a copy of the final results (must be at least 40 wpm net).
Print all of the above and send using one of the following methods:
Mail to Utah Valley Dispatch Special Service District at 3075 North Main, Spanish Fork, Utah 84660, Attn: Shantell.
Fax to 801-851-4119, Attn: Shantell.
Applications and other required documents accepted until August 20, 2010 at 5:00 p.m.