

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## Pima County Juvenile Court

### Job Description

**Job Title:** Dispatcher I  
**Job Code:** 8140  
**Pay Grade:** 34  
**FLSA Status:** Non-exempt



### **PURPOSE OF CLASSIFICATION:**

Performs a variety of specialized radio dispatch tasks in direct support of probation field activities.

### **ESSENTIAL FUNCTIONS:**

- Monitors emergency and general support radio frequencies.
- Receives emergency/non-emergency calls from PCJCC personnel, dispatchers and law enforcement agencies via radio system and telephone.
- Determines priorities of calls and dispatches required units or agencies in response.
- Receives/ transmits radio calls to/from field units.
- Receives/transmits computer, fax or other messages.
- Maintains status/location of field units in dispatch computer.
- Directs appropriate people to scene in emergency situations.
- Enters/maintains automated records of radio traffic.
- Conducts computer searches to obtain or validate information such as prior criminal histories, personal asset information, credit histories, financial assets, place of residence and employment using various restricted access resources.
- Operates various office equipment, such as typewriters, computers, facsimile and copiers.
- Performs related duties and projects as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have knowledge of the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters.
- Must have knowledge of the proper use and care of radio and telephone equipment.
- Must have knowledge of the law enforcement terminology, business English, grammar, and basic math.
- Must have the analytical skills to pay attention to details and recall and record those details when necessary.
- Must have strong computer, radio, and communication equipment skills.
- Must have the ability to handle situations firmly, courteously, tactfully, impartially and react to emergencies quickly and calmly.
- Must have the ability to communicate effectively with a wide variety of coworkers and the public.

**MINIMUM QUALIFICATIONS:**

A High School diploma or equivalent G.E.D. certificate and two years of clerical experience to include one year involving the receiving and dispatching of radio calls and typing or keyboarding. OR any equivalent experience, training and/or education approved by Human Resources.

**LICENSES AND CERTIFICATES:**

Must have a valid Arizona Driver's License at the time of appointment.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

**DISTINGUISHING CHARACTERISTICS:**

This is a classified position that reports to Probation Unit Supervisor. The incumbent performs duties under general supervision and has no supervisory responsibilities.

Date: 12/15/04  
Revised: 07/01/05, 10/26/07, 6/8/09; 09/08/13

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Hiring Authority

\_\_\_\_\_  
Deputy Director, Human Resources Date

