

# FILLMORE COUNTY JOB DESCRIPTION

## Dispatcher

<b>DEPARTMENT:</b> Sheriff		<b>JOB TITLE OF SUPERVISOR:</b> Jail Administrator & EM/Assistant Jail Administrator	
<b>PAY GRADE/RANGE:</b>	<b>BARGAINING UNIT:</b> Part-time: Not Represented Full-time: LELS Local #85	<b>FLSA STATUS:</b> Non-Exempt	

### GENERAL PURPOSE OF JOB

The Sheriff's Office Dispatcher is skilled emergency service work that involves receiving emergency 911 and non-emergency requests for law enforcement assistance, determining nature/urgency of calls, initiating law enforcement or other emergency personnel action and maintaining close contact with field units, including but not limited to police, fire or ambulance.

The job requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotional, disturbed and sometimes abusive people in a variety of situations. Work is normally done alone, but under emergency situations may be done with another Dispatcher.

The Dispatcher position requires rotating shift assignments in accordance with maintaining a fully operational 24 hour facility. The Dispatcher is a Union, non-exempt position.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Receives and responds to emergency and non-emergency calls including enhanced 911, and non emergency calls from the public, dispatchers from other agencies, law enforcement agencies via telephone and radio systems and computer aided dispatch (CAD) systems;
Processes, evaluates and prioritizes calls and dispatches required units and/or agencies;
Monitors unit activity via the radio system;
Maintains status and locations of Sheriff's Office and other agency units;
Maintains a daily log of the Dispatch activity;
Accesses and enters data in state and national databases as necessary;
Enters and files for persons or property pending apprehension/recovery;
Keeps informed of department regulations, policies and procedures;
May assist in providing on-the-job training for Dispatchers and submit progress and evaluation reports on trainees;
Responsible to assist the public entering the lobby
Responsible for performing monthly civil defense testing throughout the county each month
Maintains thorough knowledge of court procedures and schedules;
Develops and maintains a basic understanding of selected state statutes
Attends all required, suggested and recommended training and education to further knowledge in field.

**QUALIFICATIONS**

- High School Graduate or G.E.D.
- Must be United States Citizen
- No felony conviction or conviction of offense that would be a felony if committed in the State of Minnesota

**CERTIFICATES AND LICENSES**

- Within six (6) months of employment must become certified in Advanced First Aid and CPR and must maintain certification
- Must become Certified Terminal Operator in accordance with State of Minnesota within first six (6) months of employment

**REQUIRED KNOWLEDGES & SKILLS** (*position requirements at entry*) knowledge of:

- Knowledge of public service activity and methods of local Government
- Basic knowledge of computer technology and equipment
- Basic knowledge of law enforcement terminology and procedures
- Knowledge of Fillmore County geography
- Ability to handle critical situations in a calm manner
- Skills in communicating using two-way radio and telephone
- Skills in interpreting plat books and maps

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear.
- The employee is occasionally required to stand, walk, and stoop, kneel, crouch or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently exposed to risk of electrical shock.
- The employee is occasionally exposed to vibration.
- The noise level in the work environment is usually moderate.

**CLASSIFICATION HISTORY**

<b>Prepared By:</b> Karen Brown, Fillmore County Coordinator	<b>Date:</b> 01-2006
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