

# Dispatcher

Dept/Div: Sheriff

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate technical work dispatching all police, fire, EMS emergency and non-emergency calls within Pine County, and related work as apparent or assigned. Work is performed under the limited supervision of the Dispatch Supervisor.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## Essential Functions

- Answers all 911 emergency and non-emergency calls in the County Dispatch Center.
- Creates calls for service in the CAD (computer aided dispatch) system and determines their level of priority for dispatch.
- Dispatches police, fire, ambulance, and/or air ambulance serves.
- Assists officers with running license plates, driver's licenses, warrants check, probation checks and criminal histories.
- Confirms any outstanding warrants with the appropriate agencies and alerts officers and jail staff.
- Monitors all frequencies on the 800-megahertz radio system and relays information to officers and other agencies as needed; maintains radio contact with all deputies, fire, EMS and other law enforcement personnel such as the state patrol, DNR and neighboring counties.
- Enters warrants, missing persons and stolen goods into the National Crime Information Center (NCIC); enters warrants, stolen goods into the Pine County records management system (RMS).
- Assigns E911 addresses when requested by citizens of Pine County; records 911 calls when requested by deputies, secretaries and the county attorney.
- Performs monthly Civil Defense Siren Testing and testing of the Pine County Emergency Paging System.
- Runs criminal history inquiries, through the BCA, for new permit to purchase and permit to carry guns and renewals.
- Monitors cameras, access doors, and panic alarms for the Pine County Courthouse premise; maintains and updates the 911 phone system.
- Performs other duties as assigned.

## Knowledge, Skills and Abilities

Thorough knowledge of County and departmental policies, practices and procedures; thorough knowledge of map reading and interpretation, CAD documenting, thorough of standard office equipment, Armer radio 800 megahertz radio system, Sentinel 911 phone system; general knowledge of standard office software, Beacon, Odyssey (court software) thorough knowledge of Computer Aided Dispatch (CAD) software, Records Management System (RMS) software, PsPortals (browser based public safety program (BCA); ability to make arithmetic calculations; ability to type minimum of 40 wpm; ability to speak clearly and concisely; ability to follow oral and written instructions; ability to remain calm under pressure; ability to deal with individuals experience stress or trauma; ability to multi-task; general knowledge of Minnesota Offense Code.

## Education and Experience

High school diploma or GED and minimal experience in an office/clerical, customer services, communication or law enforcement setting, or equivalent combination of education and experience.

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## **Physical Requirements**

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and pushing or pulling; work requires close vision and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using of measuring devices, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## **Special Requirements**

Bureau of Criminal Apprehension (BCA) Certificate