

Lead Dispatcher

Dept/Div: Sheriff

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate technical work dispatching police, fire and EMS personnel within Pine County, and related work as apparent or assigned. Work is performed under the limited supervision of the Office Manager. Limited oversight is exercised over Dispatchers.

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 911 emergency and non-emergency calls; dispatches police, fire, ambulance and air-ambulance throughout the county; monitors all frequencies on the 800-megahertz radio system and relay information as necessary; creates calls for service in the CAD dispatch system and determine levels of priority.
- Assist with the day to day operations of the dispatch center; create and maintain shift schedules; reviews time sheets; assists with required in the hiring process; assist with training and ongoing coaching of dispatch staff on policies and procedures; assure compliance with policies and best practices; assist with training new employees when required.
- Confirms outstanding warrants and alert officers and jail staff; enters warrants, missing persons, stolen items and prepares reports for the National Crime Information Center (NCIC) and the Pine County Records Management System (RMS).
- Maintains files, orders and warrants; maintains NOTEQ within the CAD system; assigns E-911 addresses when requested; enters property value/codes on burglaries and forwards to the state; monitors cameras and access doors and panic alarms.
- Performs criminal history inquiries; updates common place/premise information in CAD; maintains contact information with utilities, city, township and related entities.

Knowledge, Skills and Abilities

Thorough knowledge of County and departmental policies, practices and procedures; thorough knowledge of map reading and interpretation; thorough knowledge of CAD and the documentation of information for legal practices and purposes; thorough knowledge of 800 megahertz radio system and Sentinel 911 phone system; thorough knowledge of CAD, RMS, PsPortal, Beacon and Odyssey software; ability to make arithmetic computations; ability to remain calm and deal with residents who are experiencing various levels of stress and trauma; general knowledge of Minnesota Offense Code and Minnesota State Statues; ability to establish and maintain effective working relationships with associates, inmates and the public.

Education and Experience

High school diploma or GED and moderate experience in an office, customer service 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, distance 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 Certificate within 6 months