

<b>JOB TITLE:</b>	<b>DEPARTMENT:</b>
<b>DISPATCHER</b>	<b>SHERIFF</b>
<b>STATUS:</b> Non-Exempt	<b>BENEFITS:</b>
<b>SUPERVISORY DUTIES:</b> None	<b>REPORTING RELATIONSHIP:</b> LEAD DISPATCHER
<b>LAST UPDATED:</b>	<b>UNION: LELS</b>

**Position Details:** The Dispatcher is responsible for taking information from the public and other agencies and dispatching that information to the appropriate personnel to respond to events. Responds to all 911 calls as well as some Sheriff’s administration calls and lobby reports when office staff is not available. Manages radio calls with local and outside agencies. Creates events in CAD software system and ensures they are up to date and accurate. Oversees jail activity and maintains security of the building by watching monitors and controlling door access.

**Essential Duties and Responsibilities:**

- 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 appropriate response in a timely manner.
- Maintains status and locations of Sheriff’s Office and other agency units.
- Monitors unit activity via the radio system.
- Maintains security in the building, monitors jail, opens and closes access points to the building. Maintains awareness of jailer(s) location and movements of inmates and/or employees.
- Creates reports in the CAD system. Maintains accurate record entries for all calls for service. Accesses and enters data in state and national databases. Creates and maintains activity logs.
- Assists persons entering the lobby.
- Performs monthly civil defense testing.
- May assist in providing on-the-job training for Dispatchers and submit progress and evaluation reports on trainees.
- Keeps abreast of relevant department policies and procedures. Attend trainings and continuing education as required.

While these are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with Fillmore County.

**Position Requirements**

**Knowledge, Skills and Abilities:**

- Ability to work assigned schedule in a 24/7 work environment.
- Basic knowledge of law enforcement terminology and procedures.

- Ability to effectively use a computer and various software programs.
- Ability to handle critical situations in a calm manner.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of Fillmore County geography and ability to interpret plat books and maps.

**Education:** High School Diploma or GED

**Desired, Not Required, Qualifications:** Some relevant work experience and/or CJIS terminal operator certification.

**Physical and Mental Requirements:** Positions in this job typically require: sitting, feeling, manual dexterity, grasping, talking, hearing, typing, and seeing. This position encounters non-traditional work schedules and stress and pressure from dealing with emotional and critical issues. There is also sustained exposure to computer keyboards and video screens. This position is generally light-duty and may require the exertion up to 20 pounds of force on occasion and the ability to lift, carry, push, pull and move objects.

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

**Working Conditions:** Work is performed in an office environment.

**Competencies Common to All County Positions:**

- Develop, maintain a thorough working knowledge of, and comply with all departmental and applicable County policies and procedures
- Demonstration by personal example the spirit of service, excellence, and integrity expected from all staff.
- Develop respectful and cooperative working relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.
- Confer regularly with and keep immediate supervisor informed of all important matters which pertain to the applicable job functions and responsibilities.
- Represent Fillmore County in a professional manner to the public, outside contacts and constituencies.

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