

DODGE COUNTY
TITLE: 9-1-1 DISPATCHER

BAND B	GRADE 2	SUBGRADE 2
DIVISION: Sheriff	ACCOUNTABLE TO: Dispatch Supervisor	CLASS CODE: Non-Exempt
PRIMARY LOCATION: Mantorville	NORMAL HOURS: Varies / includes night shifts, weekends and holidays.	DATE OF LATEST REVISION: 8/25/2017

JOB PURPOSE:
Under the general supervision of the Dispatch Supervisor, 9-1-1- Dispatchers are responsible for the day-to-day operation of the public safety answering point.

Duty No.	Essential Duties	Frequency	B/G
1.	<p>All Dispatchers must be able to operate all of the equipment in the Communication Center. This equipment includes:</p> <ul style="list-style-type: none"> A. The computer link to the State and National Criminal Records. B. The computer aided Dispatch System. C. The computerized Record System. D. The computerized Trunked 800 MHZ and Conventional Radio interface, including that of two separate main talkgroup channels for Law Enforcement and Fire/EMS Services. E. Trunked 800 MHZ back up radio system F. The computerized and analog interfaces for Fire and Ambulance Pager Encoding System. G. The computerized 911 and Telephone System with integrated TDD (telephone for communicating with the deaf). . H. The Alarm Panel. I. The Civil Defense System. J. Computerized court records system. K. Emergency generator status board L. The Telephone / Radio Log Recorder M. The Geo-mapping system. N. S2 Controlled Access O. Milestone Camera Software P. Statewide Supervision Q. MNIT Statewide Statusboard R. MyBCA S. MGA Court Access <p>When a 911 call comes in the Dispatcher must prioritize</p>		

DODGE COUNTY
 TITLE: 911 Dispatcher

	<p>and dispatch the appropriate agencies while working with eight or more programs on five or more monitor screens simultaneously. All the while keeping the caller on the line and relaying info to the responding units. Dispatcher must accurately communicate sensitive information with Squad cars.</p>		
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Duty No.	Essential Duties	Frequency	B/G
2.	<p>The Dispatcher must quickly analyze and prioritize a citizen's request for assistance to determine if it is a life-threatening situation and what response is necessary and in what order they will be assigned help. The Dispatcher must determine if it is an emergency situation and if it requires a rescue squad, fire trucks, ambulance, Medical Helicopter service, or State Patrol and if so in which order they will be requested. The Dispatcher must also determine if it is a dangerous situation requiring additional back up assistance. When a 911 call is received the Dispatcher must know how to communicate well with various types of callers ranging from very small children, hysterical callers, callers who do not speak English, and callers having difficulty communicating because of a medical situation. The Dispatcher must be able to communicate with those various types of callers to quickly gather the necessary information to make a determination on the situation. The Dispatcher must also attempt to keep the caller calm and on the line while also paging for assistance to the necessary units. The Dispatcher must give accurate directions to the responding units and anticipate additional multiple requests.</p>		
3.	<p>Once the units are dispatched the Dispatcher's role becomes one of a key communicator relaying information between the various units as well as making additional calls to other parties such as gas companies, law enforcement officers from other jurisdictions, key holders, tow trucks, accessing warrant information or criminal histories, Probation status using statewide corrections access, etc. An infinite variety of situations are possible and there is usually excessive radio traffic and an urgency to the requests which also require judgment calls and prioritizing. There is often only one Dispatcher working and requires the Dispatcher to be able to handle multiple calls and requests during an emergency situation in addition to the normal administrative calls and activity. Dispatchers must be able to anticipate and be alert and ready for multiple outcomes for various scenarios.</p>		

DODGE COUNTY
 TITLE: 911 Dispatcher

4.	<p>The Dispatcher is responsible for monitoring and acknowledging all of the emergency service units on duty at any given time. This includes:</p> <ul style="list-style-type: none"> A. Where the law enforcement officers are located and on duty/off duty times. B. What their activity and status is. The Dispatcher must keep in communication with the deputies particularly while on traffic stops or other calls to determine if back up assistance is needed. C. What the status is of all ambulance, rescue squad and fire equipment. The officers and emergency service personnel depend on the dispatchers to do this so that if they were to get in trouble and be out of contact for any given amount of time, the dispatcher could send additional help or equipment to that location. 		
5.	<p>The Dispatchers controls access to private and confidential information contained in the computer files. Access of this information is monitored on a State, National, and Local level and Dispatchers are held accountable for how that information is handled and who it is given to. The Dispatcher must follow policy on appropriate release of information at the request of media or the public.</p>		A1
6.	<p>The Dispatchers are also responsible for determining what information may be entered into the various computer data banks. They must decide if the information an Officer wants to distribute through the computer system fits the criteria which the state laws established for the use of the system. Because of the critical timing of the entry of this information the Dispatchers decision is, in effect, the final decision even though there may be people available on a state level during the day, Monday through Friday, who could offer some guidance. Because of the serious consequences involved in the entry of this type of information, the Dispatchers are required to be certified by the state and maintain such certification. This involves continuing education and testing every two years. Loss of this certification is grounds for termination.</p>		B2

DODGE COUNTY
 TITLE: 911 Dispatcher

Duty No.	Essential Duties	Frequency	B/G
7.	The Dispatchers are responsible for the maintenance and updating of the departments record system. This includes Calls for Service, Records Management, Citations, Criminal Investigation Database, and Warrants.		A1
8.	The Dispatchers respond to media requests for information, keeping in mind the requirements under the State Data Privacy Laws. They provide the media with the information necessary for news releases. (Before being released to the media, information may need prior authorization.)		B2
9.	Dispatch Communication Training Officers will create a training template to meet the needs of Dodge County Dispatch. Dispatchers work with and train newly hired Dispatchers. Dispatchers that have completed the Communication Training Officers course will be accountable to oversee work performed by trainees, document their performance and make recommendations to management.		A1
10.	Dispatchers are responsible for the proper documentation of all activity of the public safety answering point.		A1
11.	Monitor courthouse, courtroom, parking lot, DCSO interview room, booking room, impound lot, Government Services Building plus other security cameras as added, and make discretionary decisions based on the activity witnessed on camera(s). Monitor main courthouse IT department computer rooms for alarms and respond for any problems.		
12.	Dispatchers are responsible for the S2 Access Control System and monitor employee access through secured doors, monitor and dispatch appropriate units when a Panic Alarms with the Courthouse, Government Services Building and Public Health. Dispatchers are responsible for a "lock down" through the Access Control and remove "lock down" when needed.		
13.	Process probation checks, court ordered conditions of release drug and alcohol testing. Performs tests for Probation, Drug Court, Human Services and other agencies as requested. Maintain documentation of fees collected, test records and provide results to appropriate departments. Assist Deputies in performing drug and alcohol tests. Female dispatchers may be called upon to assist obtaining urine samples for testing.		

DODGE COUNTY
 TITLE: 911 Dispatcher

14.	<p>Manage the Geo-Files, MSAG's, and 911 addressing for all of Dodge County and the cities within. (currently assigned to one Dispatcher)</p> <p>Manage Dodge County's fleet radios connected to the state's ARMER radio system. Duties include: Radio assignment and inventory for grant accountability. Certified Motorola CPS Radio Programming to keep radio fleet compatible with all ARMER radios in the state. Frequency alignment required periodically. Troubleshoot and repair any radios found not to be working properly. Attends and holds seat at meetings for state and regional development of interoperable radio communications. (currently assigned to one Dispatcher)</p>		
15.	Dispatchers may be responsible for any other duties of a similar nature.		N/B

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent (G.E.D.).
- Must be certified with the State of Minnesota for CJIS/NCIC.
- Ability to sufficiently & successfully perform the essential duties of the "911" emergency public safety answering point.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED:

- General knowledge necessary to communicate with the public and "911" emergency units (Police, Fire, & Ambulance) to provide help when necessary;
- Knowledge of where to obtain the proper assistance from.
- Ability to hear & speak clearly to communicate with people under stress in emergency & multi emergency situation.
- Ability to be quick & alert in order to provide necessary assistance to the public.
- Ability to type & operate all necessary equipment in the communication center & perform more than one task at a time.
- Ability to document records clearly & concisely.
- Ability to remain calm in emergencies and exercise unusually good judgment in evaluating situations and making decision.
- Ability to exercise judgement while under increased stress and pressure.
- Ability to multitask efficiently in a fast-passed stressful environment
- Ability to deal with private and confidential information in a discreet and professional manner while maintaining confidentiality.

CORE COMPETENCIES OF POSITION:

- Knowledge of Work Rules. Develops and maintains a thorough working knowledge of all department and applicable jurisdictional policies and procedures in order to help facilitate compliance with such policies and procedures by all staff members.
- Commitment to the Work Group. Develops respectful, cooperative and productive work relationships with co-workers, including the demonstrated willingness to help newer staff so their respective job responsibilities can be performed with confidence as quickly as possible.
- Commitment to Customer Service. Demonstrates by personal example the service quality and integrity expected from all staff members. Represent Dodge County in a professional manner to the general public, employees and other outside contact/constituencies in a manner that helps maintain and enhance Dodge County's reputation as well managed and citizen oriented.
- Communication. Confer regularly with and keep one's immediate supervisor informed of all important matters pertaining to those functions and job responsibilities for which they are accountable.
- Productivity and Work Organization. Demonstrates ability to plan, organize and accomplish work in a timely and effective manner. Report to work location on time and on a regular basis.
- Problem Solving and Decision Making. Exercise good judgment in problem solving, analytical thinking, and independent thinking as it relates to departmental and County procedures, problems, and policy interpretations.
- Safety Rules and Procedures. Know and observe the safety policies and procedures of the County. Perform tasks in a safe and efficient manner while using appropriate safety equipment, clothing, and devices.

ACCESS TO NOT PUBLIC DATA:

The employee in this position may encounter not public data in the course of these duties. Any access to not public data should be strictly limited to accessing the data that are necessary to fulfill the employment responsibility. While data are being accessed, incumbent should take reasonable measures to ensure the not public data are not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished, incumbent must properly store the not public data according to the provisions Ch. 13.

PHYSICAL ACTIVITIES/REQUIREMENTS:

May require stooping, crouching, reaching, & standing, with longer periods of sitting, writing, typing, talking, hearing, seeing, filing fingering & other repetitive motions.

MISCELLANEOUS INFORMATION:

Shifts worked may vary but all shifts will include weekends & holidays. May be subject to call 24 hours a day, or may be subject to a change in a regular shift to keep the public safety answering point operational. Shifts can includes days, evenings and overnights.

SAFETY POLICY:

It Is the responsibility of every employee of Dodge County to know and observe the safety policies and procedures of the County. Each employee is expected to perform tasks in a safe and efficient manner while using appropriate safety equipment, clothing, and devices.

Physical, Mental and Environmental Requirements

Part I: Physical Requirements

Section A

The physical mobility requirements of this job are to spend:

80%	hours a day sitting
10%	hours a day standing
Min.	hours a day walking
Min.	hours a day kneeling
Min.	hours a day stooping
	miles a day walked
	feet climbed using a ladder
	feet climbed on an incline
	feet climbed using stairs

Section B

The physical effort requirements of this job are

# of pounds lifted	
30	pounds lifted waist high
5	pounds lifted shoulder high
5	pounds lifted above the head

X	pounds are carried alone
	pounds are carried with someone else
	distance weight must be carried (feet)
	pounds are pushed
	pounds are pulled
	pounds are held

Section C

The physical dexterity requirements of this job are to operate:

X	a telephone
X	Computer/electronic equipment
	hand tools
	Electric tools
X	Manipulate small objects

Part II: Sensory Abilities

The checked items listed below are sensory requirements needed for this job. Items are critical, useful, or not required.

critical	useful	
X		see
	X	distinguish colors
X		hear or listen
		taste
	X	smell
X		touch
X		speak

Part III: Mental Effort

The mental efforts required on a daily basis are:

X	reading	X	Analyzing data
X	writing	X	Searching for solutions
X	basic arithmetic	X	Creating methodologies
X	mathematics	X	Conducting research
	weighing and/or measuring	X	Managing resources
X	visualizing conclusions	X	Evaluating performance of others

Part IV: Work Environment

The elements of this job's work environment are (complete all that apply):

60%	hours a day spent working under time pressure
70%	hours a day spent working rapidly
100	% of time spent indoors
	% of time spent outdoors
	% of time spent in an automotive vehicle
100	% of time spent at a desk, bench or window
100	% of time spent in an office or control room

X	The condition of the air is clean (controlled)
	The condition of the air is normal/average
	The condition of the air is dusty/dirty
	The condition of the air is wet/humid
	The condition of the air is affected by fumes, smoke etc.

X	The noise level is normal
	The noise level is loud, requiring ear protection
X	The surface of the working environment is level
	The surface of the working environment is sloping
	The surface of the working environment is uneven
	The surface of the working environment is slippery

Part V: Additional Comments: Dispatchers schedules vary from 8, 10 and 12-hour shifts, therefore percentages were used to complete this form.