



Communications Clerk/ Dispatcher *Job Description*

Department: Sheriff - Dispatch
Supervisor Title: Communications Supervisor

Rating: B22
FLSA Status: Non-Exempt

Minimum Qualifications of Education and Experience:

High School Diploma or G.E.D.; 3 or more years of relevant experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Required License (s):

Valid Driver's License

Nature of Work:

The first level of the Communications Series is responsible for answering 911 emergency calls and dispatching appropriate personnel. Responsibilities may include answering emergency calls; tracking status of personnel on response calls; providing emergency information; assisting in training and mentoring of new staff as necessary. Incumbents of this position may be relied upon for providing credible and effective testimony in court and elsewhere. It is of utmost importance that person's in this position conduct themselves in a manner both at work and outside of work in a manner that does not cause concern regarding their ability to be able to provide credible and effective testimony.

Essential Work Functions (Illustrative only):		Frequency	Band
1.	Receives and routes telephone calls reporting situations and incidences of an emergency or life-threatening nature; questions caller and solicits information; receives and routes non-emergency telephone calls; maintains operational records and logs.	Daily 30%	B2
2.	Monitors the status and location of public safety units.	Daily 25%	B2
3.	Receives, transmits and monitors multiple radio channels on an 800 MHz region-wide radio system and log all necessary information.	Daily 20%	B2
4.	Type officers' memos, reports/citations generated by dispatch. Enters dispositions and running criminal histories.	Daily 15%	A1
5.	Enters and maintains all missing persons, stolen property, gun permits and warrants.	Daily 10%	A1
6.	Performs other duties of a similar nature or level.	As Required	N/B

Level of Decisions

Positions in this classification perform tasks to accomplish the defined goals related to communications and corrections operations. Employees have limited latitude in the technology or process used, but may require unique application of technical processes or systems to determine solutions.

Direction Received/Provided:

Incumbents apply procedures and standards to specific situations, and work under given general direction as to how the objectives and goals are achieved. Incumbents may guide and train temporary employees, and/or regular employees; troubleshoot problems and issues commensurate with relevant experience; and instruct others in work methods and procedures.

Knowledge, Skills and Abilities Required:

- Customer service principles;
- County geography/ability to use maps;
- Recordkeeping principles;
- Efficient keyboarding;
- Computers and related software applications;
- Remaining calm in stressful situations;
- Using computers and related software applications;
- Oral and written communication sufficient to exchange or convey information and to provide and receive work direction.

Persons with Disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodations may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands: This is a semi-sedentary in nature position performed within the Communications Center. Acute hearing and vision, memory recall, manual dexterity, ability to distinguish colors used on maps and consoles, and clear articulate speech are needed to perform the essential duties of this position. Frequent turning/twisting, reaching, grasping and pinching. Incumbents will be working on equipment such as 911 systems, 2-way radio, head sets, telephones, copy and fax machines. Decisions must be made quickly with little margin of error and consequences are usually seen immediately. Work involves operation of multiple computer terminals, requiring doing several things at once, without getting confused or forgetting an important piece of information. Constant attention to the workstation and its communications equipment limits mobility, except for work breaks. Incumbents function in a stressful environment in shifts that may include nights, weekends and holidays. Operators must conduct themselves with a high degree of professionalism despite frequent contact with individuals who are distraught, angry and sometimes disrespectful. The content and nature of many calls is traumatic and disturbing. Work is carried out in a secured 9-1-1 emergency call center in a controlled, closely supervised, and highly structured work environment. Additional physical/mental requirements that occur may not be listed above, but are inherent in performing the position's essential functions.

Disclaimer:

This description is intended to describe the kinds of tasks and levels of work difficulty being performed by people assigned to this classification. The list of responsibilities is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Access to Not Public Data:

A county employee in this position may encounter Not Public Data as defined by Minnesota or federal law in the course of the job duties. Any access to Not Public Data should be strictly limited to accessing the data that is necessary to fulfill the defined job duties. While data is being accessed, the employee should take reasonable measures to ensure the Not Public Data is not accessed by unauthorized individuals. Once the work reason to access the data is reasonably finished, the employee must properly store the Not Public Data according to the applicable provisions of Mower County employee policies and Minnesota or federal law. All employees are expected to become familiar with and comply with the requirements of the County’s Data Practices and Data Security Policies and a breach of these policies may lead to disciplinary action against the employee.



Employee Signature _____ Print Name _____ Date _____

Classification History:	
Date:	Comments:
May 2019	