

Position Description

POSITION: Dispatcher

ACCOUNTABLE TO: Dispatch Supervisor

POSITION PURPOSE: Answer all incoming emergency and non-emergency calls and obtain pertinent information necessary to the dispatch process. Dispatch appropriate public safety units to the scene and provide follow-up communications and assistance to field personnel.

ESSENTIAL DUTIES

AND RESPONSIBILITIES: Answer and respond to incoming calls received in the dispatch communications center and dispatch units including police, fire, ambulance and other emergency personnel to emergency and non-emergency situations.

Actively listen and ask appropriate questions of callers to effectively prioritize the call and determine the necessary response.

Provide ongoing updates to responding field personnel as information is received.

Monitor and record all emergency radio traffic, emphasizing officer and emergency personnel safety.

Utilize Emergency Medical dispatch (EMD) system to process EMS calls.

Enter and maintain accurate and timely data in the Computer Aided Dispatch (CAD) system.

Retrieve information on driver's license, vehicle registration, warrants and other pertinent information from local, state and federal computer information systems.

Contact emergency service organizations, public works crews and utility companies as directed.

Enter, process and retrieve information from the computer system as needed or requested.

Activate emergency sirens in the event of weather or other emergencies.

Efficiently and effectively operate communication center equipment and technology. Document and report malfunctions of equipment and software applications on a timely basis to supervisor or technical staff.

Perform other duties and responsibilities as apparent or assigned.

KNOWLEDGE, SKILLS

AND ABILITIES: Ability to sit/stand and answer phones and use computer equipment on a continuous basis.

Ability to gather information from callers, enter information in the CAD system and assign appropriate emergency units simultaneously.

Ability to prioritize calls, make quick, reliable decisions and dispatch the appropriate personnel in a timely manner.

Ability to communicate effectively and tactfully with the public, co-workers and other agencies.

Ability to monitor and understand information being received from many sources simultaneously.

Ability to learn and apply knowledge of geographic maps, resources, businesses, intersections and other landmarks in Dakota County.

Ability to handle stress and work in a fast paced environment.

Ability to draw reasonable and logical conclusions from information which may be disjointed or incomplete.

Working knowledge of dispatching equipment including computer software and databases used in an emergency communications center.

Ability to work shifts as necessary including nights, weekends and holidays.

QUALIFICATIONS:

High school diploma or GED.

Minimum 2 years experience in a customer service position preferably a telephone/call center environment.

Must possess or obtain State of Minnesota Terminal Operations Certifications within one year of employment and maintain certification thereafter.

Must possess or obtain Emergency Medical Dispatch certification and maintain thereafter.

Ability to type 4000 KPH (keystrokes per hour) which is approximately 35 words per minute.

DESIRABLE

QUALIFICATION:

1 year experience in public safety communications.

Advanced education in communications, law enforcement or related field.

HIRING WAGE:

\$18.89/Hour

UNION

POSITION:

Yes

