

Position Description Dispatcher

Reports To:	Dispatch Supervisor
Status:	Full Time
FLSA:	Non-Exempt
Union:	Dispatcher
Revised:	12.19.2018

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

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.

QUALIFICATIONS:

- High school diploma or GED.

DESIRABLE QUALIFICATIONS:

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