

LYON COUNTY, MINNESOTA POSITION DESCRIPTION

Position Title: 911 Emergency Dispatcher

Department: Sheriff

FLSA: Non-exempt/hourly

Reports To: Sergeant

PURPOSE OF POSITION: The purpose of this position is to provide dispatch and communication support services for police, fire emergency and related services. This position is also responsible for performing additional tasks as assigned by the Deputy Sergeant.

ESSENTIAL FUNCTIONS:

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive.

Answers 911 emergency calls for police, ambulance, and fire service. Dispatches proper emergency response units and creates the initial reports for those units.

Answers non-emergency calls for miscellaneous services.

Queries, enters and searches for information in a wide variety of databases.

Monitors alarms, weather alert systems, and state messages. Dispatches appropriate units to alarms, disseminates and activates city sirens in weather emergencies.

Monitors security cameras in the jail and other secure areas. Responsible for allowing admittance and exit of the jail through the jail perimeter doors.

Reviews and receives various reports, documents, and forms, including violation reports, incident reports, photographs, passes received information in to proper authority. Answer intercoms at various jail doors, take control of jail pod in emergency situations, thus potentially having entire control of the jail operations.

Performs other related duties as required.

MINIMUM QUALIFICATIONS:

High school diploma, or GED, required; with six months experience preferred in security or law enforcement; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position.

Must possess, or obtain during probationary period, and state computer (CJIS/NCIC), NIMS courses. (provided upon employment).

PREFERRED QUALIFICATIONS:

Associate degree in Law Enforcement, Communications, or related field; with a minimum of one-year experience in criminal records, dispatch, corrections, or civil process.

Additional Requirements:

- Must be physically able to operate a variety of machines and equipment, including, but not limited to: computer, typewriter, office equipment, and 911 console.
- Must be capable of exercising self-control when confronted with emergencies and potentially dangerous situations involving the emotional calls.

Environmental Adaptability:

- Work is sedentary and performed in an office environment dealing with sensitive, tense, or emotional situations involving mental stress.

Accountabilities Shared by All Employees

1. Performs job responsibilities in a manner consistent with the County's vision, mission and values
2. Implicit in the employer-employee relationship is the right of Lyon County to rely upon the presence of the employee during assigned hours of work and the obligation of the employee for timely and regular attendance.
3. Develops and maintains a thorough working knowledge of all department and County-wide policies, protocols and procedures that apply to the performance of this position.
4. Develops respectful and cooperative working relationships with co-workers.
5. Informs immediate supervisor of all important matters pertaining to assigned job responsibilities.
6. Seeks opportunities for further personal growth and development.
7. Represents the County in a professional manner to all internal and external contacts when doing the County's business.
8. Complies with all rules and policies in order to maintain a safe work environment.

Signature

Supervisor's Signature

Date

Date

Lyon County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.