

Job Title: Dispatcher  
Department: Sheriff's Office  
Classification: 6  
Reports to: Communications Supervisor  
Supervises: No  
Normal Business Hours: Varies  
Telecommute: Not available  
Union: Yes  
FTE Status: 1.0 Full Time Equivalent  
Last Reviewed: 08/2024

---

**Nature of Work:**

This position is responsible for receiving, coordinating, and disseminating critical information from various sources by answering all 911 calls and dispatching the appropriate responders and monitoring response for additional support. Operating a multi-channel radio console and multi-line phone system and computer-aided dispatch system while processing calls for service and relaying information. Answering administrative phone lines and creating Initial Complaint Reports.

**Communicates with:**

Internally – All Sheriff staff.

Externally – State/county/city entities and public.

**Supervision:**

N/A

**Essential Work Functions:**

- Answers 911 emergency calls by recognizing correct ringtone, utilizing appropriate software and systems, gathering caller information, and dispatching appropriate law enforcement agency(ies) and first responders.
- Answers all multi-line business/administrative phone calls by recognizing correct ringtone, connecting caller to the correct agency /individual when appropriate, and/or providing information as needed.
- Monitors and transmits on multi-channel radio communications by using the radio console, switching channels as appropriate, and using the correct code/ verbiage to relay and respond to information.
- Operates CAD mapping system and assists with record management.
- Operates state ARMER radio system.
- Sends out ambulance, fire and rescue departments, and law enforcement agencies by identifying the appropriate agency(ies) and using the correct communications response system(s), i.e., radio, email, pager
- Creates initial complaint reports by entering caller information into the Computer Aided Dispatch system, determine the appropriate agency(ies) and/or responders, and relay that information to the correct agency.
- Visually monitors & controls access to Law Enforcement Center, Jail, and Court House secured areas by utilizing a multi-view camera system and Integrator system to control doors, intercoms, and cameras.
- Prepares and maintains warrants, reports, logs, records, files and other documents, and ensures informational accuracy and compliance with applicable policies and procedures.
- Determines and assigns the level of priority of the call and enters data into the computer aided dispatch system for radio dispatch purposes.
- Receives and responds to a variety of emergency and non-emergency services and complaints and asks questions to interpret, analyze, and anticipate the caller's situation to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies.

- Enters and modifies information in local, state, and national computer databases.

#### **Other Work Functions**

- Performs related work as required.

#### **Minimum Qualifications of Education and Experience:**

- Requires High School degree or GED.
- Ability to pass all position required background(s) and testing(s).
- Preferred two or more years of work experience of similar nature or scope of responsibility.

#### **Knowledge, Skills, and Abilities Required:**

- Valid MN driver's license.
- Ability to be certified in CPR and First Aid.
- Strong understanding of the organization's goals and objectives.
- Experience working with Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.).
- Strong written, interpersonal and oral communication skills.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

#### **Persons with disabilities:**

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation 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:

<b>Exposed to:</b>	<b>24% or Less</b>	<b>25% - 49%</b>	<b>50%- 74%</b>	<b>75% or more</b>
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry				X
Talking, hearing				X
Close and distance vision		X		
Light (Under 10 pounds of force)		X		
Challenging or threatening behaviors			X	
Hazardous physical conditions		X		
Hazardous materials	X			
Environmental	X			
Work with high detail/deadlines				X

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

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

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_