

Job Title: Lead Dispatcher
Department: Sheriff's Office
Classification: 8
Reports to: Communications Supervisor
Supervises: No
Normal Business Hours: Monday – Friday, 8:00 AM – 4:30 PM
Work schedule: Varies
Telecommute: By exception
Union: Yes
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position is responsible for providing work direction to dispatch staff; maintaining the work schedule with the communications supervisor; and providing quality customer service to the public and public safety staff.

Communicates with:

Internally – All Sheriff staff.

Externally – State/county/city entities and public.

Supervision:

N/A

Essential Work Functions:

- Directs 911 staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
- Assigns the work schedule for the most efficient and timely completion of tasks.
- Covers dispatch shifts when necessary to accommodate time off requests.
- Answers emergent and non-emergent calls and determining if an emergency response is needed.
- Assists the Communications Supervisor with the selection of new technology in the Communications Center.
- Acts as assistant BCA TAC (Terminal Agency Coordinator).
- APCO Certified Trainer, manages the training program for new staff and recommends trainings for current staff.

Other Work Functions

- Performs related work as required.

Minimum Qualifications of Education and Experience:

- Requires High School degree or GED.
- Five (5) years of Dispatch experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Valid MN driver's license.
- BCA Single Certification.
- Strong understanding of the organization's goals and objectives.
- Ability to effectively supervise staff.

- 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.
- Demonstrate initiative and excellent problem-solving skills.
- 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 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:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment			X	
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry				X
Talking, hearing				X
Close and distance vision		X		
Heavy (Over 60 pounds of force)	X			
Challenging or threatening behaviors			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: _____