

WINONA COUNTY CLASSIFICATION DESCRIPTION

Classification: Dispatcher

Characteristics of Class:

Under general supervision, an employee in this class performs skilled technical communications work, receiving and transmitting information, dispatching public safety units as required. Performs related work as required. Employees are required to make independent decisions in the dispatch of public safety personnel and equipment in response to calls for service. Activity is tracked in a real-time mode through use of a computer-aided dispatch system. Work is performed in a communications center.

Supervisory Controls:

Work is performed in accordance with department rules, regulations, policies and procedures, and instructions from supervisors. Work is reviewed for accuracy of information, efficiency of service, and ability to perform in emergency situations through observations, reports, and conferences.

Examples of Duties:

Any one position may not include all the duties listed, nor do the examples include all duties which may be found in positions of this class.

- Answers incoming calls (radio and telephone) and walk-in clients. Ascertains nature of situation and its location. Dispatches, via radio and telephone, all necessary personnel and equipment.
- Monitors radio activities and provides supplemental information, personnel and equipment.
- Uses standard operating procedures to send and receive radio, telephone and computer messages.
- Maintains resource and referral data.
- Operates Computer Assisted Dispatch (CAD) to enter, receive and manipulate associated data, tracking activity and location of personnel and equipment.
- Keeps abreast of city ordinances, state statutes, and civil process paper service. Also responsible for entering, canceling, and confirming warrants through the in-house computer system, Minnesota Criminal Information System (MNCIS) and National Crime Information Computer (NCIC).
- Maintains and cares for communications and recording equipment.
- Assists in training new dispatchers.
- Any other duties as assigned.

Required Knowledge, Skills, and Abilities:

Any combination of training and experience providing the following knowledge, skills, and abilities.

For Full Performance:

Must possess the ability to multi-task at all levels (verbal, mental, written) while maintaining thought process to complete individual task.

- **Communication:** Ability to listen to and understand directives, ability to write and speak in an understandable and accurate manner, ability to gather pertinent information quickly and accurately, ability to communicate this information professionally and precisely to the proper recipient. To be accurate and courteous in communication with other employees, the public, counties, and other agencies. Ability to read and understand correspondence, memoranda and directives.
- **Decision Making:** Ability to act in a decisive manner and use good judgment. Ability to assess problems and situations, to anticipate needs and evaluate alternatives. Ability to deal with emergency and stress situations, to avoid over-reaction, to maintain flexibility in adjusting to situations and procedures, to support and carry out directives. Knowledge and utilization of appropriate resources.
- **Interpersonal Relationships:** Be consistent in dealing with people, personal integrity, sensitivity to other's problems without direct involvement, exclusion of personal biases from work performance, ability to accept discipline, tact and diplomacy, promoting a cooperative, positive attitude and political sensitivity.
- **Professional Attitude:** Emotional stability, self-motivation, loyalty and commitment to the organization and the County, dependability, maturity in relationships with others, personal appearance, self-confidence. Representing the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all radio, telephone, teletype and personal contacts.
- **Quality of Work:** Ability to produce high quality, accurate work. Ability to detect and correct errors. Ability to perform tasks simultaneously if necessary. Ability to properly utilize work time.
- **Technical Knowledge:** Working knowledge of radio, telephone, and computer functions and abilities. Knowledge of equipment limitations and alternatives. Knowledge of surrounding and cooperating agency procedures and resources. Preferred previous experience in Criminal Justice, Corrections, or Courts.
- Experience in high-volume data entry, high-volume telephone operator work on multi-line phone equipment, high-volume interactive complaint or problem resolution, high-volume crisis resolution working directly with the public and high-volume interactive service involving recording orders, managing multiple contacts/orders simultaneously.

For Pre-Employment:

- High school graduation or equivalent preferred.
- Communications experience, electronics training, First Aid, CPR, or any other related experience or training.
- Must successfully complete a nine-month probationary period.
- Must pass the State Terminal Operators Certification Test within 6 months of hire.
- Must possess and maintain a valid driver's license.
- Proficient use of computer software such as Microsoft Windows Applications: Word, Excel, Access, and Outlook.
- Must pass required background check.
- Ability to provide effective and truthful testimony in court.


Safety and Training Requirements

The County expects each individual employee to cooperate in every respect with the Safety Program so that the operations may be carried on in such a manner as to ensure the safety of all employees. The employee's responsibility is to be consistent with OSHA regulations, the Winona County Personnel Policies and Procedures Manual, the countywide safety rules, department safety rules, and specific job training.

Behavior Standard

Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.

4-30-19
Date Approved


County Administrator

Physical, Mental and Environmental Requirements

Part I: Physical Requirements

Section A

The physical mobility requirements of this job are to spend:

7.5	hours a day sitting
0	hours a day standing
1	hours a day walking
	hours a day kneeling
	hours a day stooping
	miles a day walked
	feet climbed using a ladder
	feet climbed on an incline
	feet climbed using stairs

Section B

The physical effort requirements of this job are

	# of pounds lifted
	pounds lifted waist high
	pounds lifted shoulder high
	pounds lifted above the head
	pounds are...
	pounds are carried alone
	pounds are carried with someone else
	distance weight must be carried (feet)
	pounds are pushed
	pounds are pulled
	pounds are held

Section C

The physical dexterity requirements of this job are to operate:

X	a telephone
X	computer/electronic equipment
	hand tools
	electric tools
X	manipulate small objects

Part II: Sensory Abilities

The checked items listed below are sensory requirements needed for this job. Items are critical, useful, or not required.

critical	useful	
X		see
	X	distinguish colors
X		hear or listen
	X	taste
	X	smell
X		touch
X		speak

Part III: Mental Effort

The mental efforts required on a daily basis are:

X	reading	X	analyzing data
X	writing	X	searching for solutions
X	basic arithmetic		creating methodologies
	mathematics	X	conducting research
	weighing and/or measuring	X	managing resources
X	visualizing conclusions		evaluating performance of others

Part IV: Work Environment

The elements of this job's work environment are:

6	hours a day spent working under time pressure
2	hours a day spent working rapidly
100	% of time spent indoors
	% of time spent outdoors
	% of time spent in an automotive vehicle
80	% of time spent at a desk, bench or window
20	% of time spent in an office or control room

	The condition of the air is clean (controlled)
	The condition of the air is normal/average
X	The condition of the air is dusty/dirty
X	The condition of the air is wet/humid
X	The condition of the air is affected by fumes, smoke etc.

X	The noise level is normal
	The noise level is loud, requiring ear protection
X	The surface of the working environment is level
	The surface of the working environment is sloping
	The surface of the working environment is uneven
	The surface of the working environment is slippery

Part V: Additional Comments: