



## Sanders County Sheriff's Office VACANCY ANNOUNCEMENT

<b>Position:</b>	<b>911 Telecommunicator / Dispatcher</b> Part Time: At least 24 hours per week, non-exempt
<b>Department:</b>	Sanders County Sherriff's Office
<b>Salary:</b>	<b>Starting rate of \$15.10 per hour</b>

**Application Documents Required: Please contact Sanders County Job Service at 406-382-3045.**

### **Summary of Work: General Duties**

Part Time Position (Set at 24 hours per week, *may eventually work into 32 hours/week – future opportunity for full benefits eligibility after 30 hours per week\**). The Sheriff's Office performs law enforcement and crime prevention work including preserving the peace, patrolling assigned areas, serving warrants and making arrests, and assisting in preliminary investigations. The mission of the Sheriff's Office is to maintain and improve the quality of life within the community by working with all people to preserve life, maintain human rights, protect property and promote individual responsibility and community commitment.

The 911 Telecommunicator / Dispatcher is responsible to carry out efficient 911 dispatcher operations for Sheriff, law enforcement office and county emergency services. Operates various forms of communication devices and performs effective daily information and administrative duties including obtaining accurate information from reporting parties, computer, or other sources; relays that information concisely and accurately to appropriate departments or agencies. Maintains professional public relations, accurate records and filing, and completes supportive back-up duties as needed to promote clean, smooth office operations.

*\* Other provisions apply*

### **Essential Functions**

- COMMUNICATIONS CENTER/DISPATCH
  - Performs all daily duties in compliance with relevant Federal/State Statues, and Sheriff/law enforcement policies and procedures; reports policy or procedure problems as necessary to Dispatch Supervisor.
  - Performs effective and timely dispatch operations for Sheriff's office.
  - Performs effective and timely dispatch operations for three (3) City Police and Highway Patrol Departments.

- Performs effective and timely dispatch for nine (9) Fire Departments and four (4) Ambulance Services; communicates with and dispatches air ambulance.
- Communicates effectively and coherently over law enforcement multi-channel radios while initiating and responding to multiple radio communications.
- Answers phone calls, including 911 calls, for service and administrative phone lines in a timely manner.
- Gathers information and prioritizes calls to relay information to field officers or support personnel in a timely manner or as appropriate.
- Stays aware of location of all officers and employees in offices or out on the street; maintains a working environment to minimize stressful situations.
- Provides additional dispatch services for Tribal Offices, Fish and Game, Road Crew, Brand inspector, DNRC/Forest Service, towing companies, and all other agencies as needed for services.
- Performs effective and timely dispatch for Search and Rescue.
- Monitors commercial/private alarms and dispatches appropriate staff.
- Assists dispatch/detention daily with:
  - Maintenance of jail security and outside jail door control.
  - Internal/External intercom and security monitoring
  - Checking in, and monitoring of visitors who enter facility.
  - Monitoring of detention visitation areas and facility.
- Maintains CJIN, NCIC, EMD, First Aid, and CPR training and certifications.
- Testifies in court cases as necessary.
- COMMUNICATIONS CENTER /ADMINISTRATIVE DUTIES/ REPORTS
  - Proficiently maintains and uses a variety of Directories, maps in the Dispatching and communications job tasks and activities.
  - Provides accurate clerical support/records of money received receipts through the Dispatch communications office.
  - Provides accurate clerical support, records and reports as requested by the Dispatch Supervisor.
  - Maintains professional level of confidentiality and safety in all dispatch and communications activities and job duties.
  - Adheres to and follows all procedures and policies established by the Dispatch Supervisor.
  - Gathers and compiles information from various computer files to aid in investigations, as requested by law enforcement or other office personnel.
  - Maintains daily information/activity log and supportive documentation.
  - Makes accurate and timely entries and updates of articles, vehicles, and persons into National Crime Information Computer.
  - Maintains proper records for criminal history requests and disseminations, local arrests, and tickets, and calls for service and radio logs.
  - Makes accurate entries into computer system .i.e., NCIC, CJIN, medical priority, Dispatch/Communication, and other office communications.
  - Keeps up to date on policy and procedure changes within the department, and the State and Federal agencies.
  - Maintains library of appropriate manuals to aide the field officers:
    - I.D. Manuals and license Plates.
    - Directories and Maps, Fire zones.
    - Computer directory of names, missing persons, warrants, arrests, license plate information, and incident files.
  - Accurately enters and maintains clerical records:
    - Transcription, typing of records and correspondence.
    - Warrant information and related record-keeping notes.
    - Daily log information, letters and/or memorandum.
    - Record all lost and found items reported, campground checks, money received receipts, and public information.

- Maintains files of documents such as citations, affidavits, warrants, vehicle registrations and clerical information or correspondence.
- PUBLIC RELATIONS
  - Greets the public in a friendly, helpful and professional manner on the emergency telephone, radio network and in person at the visitors' window.
  - Writes up reports from walk-ins at Dispatch Office Window.
  - Maintains confidentiality on all official business.
  - Coordinates expeditious solutions with emergency staff and public based on called in situations and office concerns.
  - Directs public to appropriate agencies and provides current agency phone numbers.
  - Ensures all non-emergency information, questions and problems are directed to the appropriate officials or persons in a timely and professional manner.
- MAINTENANCE/CLEANING/SAFETY DUTIES
  - High adherence to OSHA safety standards and county safety policies in dealing with hazardous chemicals, stressful or unsafe work environments.
  - Performs simple office and equipment maintenance and reports problems to appropriate personnel.
  - Maintains clean dispatch areas including daily cleaning of bathrooms, refrigerator, microwave or cooking areas, vacuuming and mopping of facility, emptying trash, Etc.
- BACK-UP DUTIES
  - Backs up other Dispatcher/Communication Technicians.
  - Backs up detention personnel as necessary.
  - Performs front receptionist duties as needed.
  - Assists jail and patrol in gathering of evidence or other tasks as requested.

**Physical Demands and Working Conditions:** *The demands and conditions described here are representative of those the employee must meet to perform the essential functions of the job.*

- While performing the duties of this job the employee is constantly required to talk, hear, write, type and read. The employee is frequently required to sit, reach with hands and arms, and use hands to finger, handle or feel items. Occasionally the employee must stand, walk, taste or smell, climb up and/or down stairs, balance, stoop, kneel, crouch or crawl, and keyboard.
- The employee is occasionally required to lift and/or move up to 25 pounds. The employee is infrequently required to lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Ability to display moderate judgment and independent decision-making skills.
- High ability to establish and maintain effective personal working relationships with employees, other agencies, and the public.
- Ability to communicate effectively both orally and in writing.
- Ability to be an effective listener.

**Education and Experience:**

- High School Diploma or GED equivalent
- The job requires a valid Montana driver's license, or eligibility to gain one, and a good driving record.
- Basic POST Dispatch Certification, CJIN, NCIC, and CPR training and certification.
- Ability to maintain such certifications required.
- Three (3) to five (5) years of experience in communications required.

**Note :**

- A criminal background investigation, which may involve fingerprinting, may be required.

- A felony or misdemeanor conviction may disqualify the application from employment with Sanders County.
- A copy of the job description is available in the Human Resources Office.