



McKENZIE COUNTY

CLASS SPECIFICATION TITLE: Dispatcher

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>
B	2	2	Non-Exempt
CLASS SUMMARY: This class assists with the operation of emergency communication systems and computers through technical training.			

<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE-QUENCY</u>	<u>BAND/ GRADE</u>
1.	Receive incoming telephone calls for law enforcement from all areas within McKenzie County; routes calls to the proper authority.	Daily 40%	A1
2.	Tracks units and maintain cognizant knowledge of all field units as to their status and location throughout the assigned shift.	Daily 30%	B2
3.	Monitor, receive, and broadcast calls on multiple radio frequencies and dispatches required units according to established procedures.	Daily 20%	B2
4.	Relay information and messages to field personnel as required	Daily 10%	A1
5.	Perform routine clerical functions as assigned; maintain various division logs, records and reports as assigned.	As Required	A1
6.	Performs other duties of a similar nature or level	As Needed	N/B

TRAINING AND EXPERIENCE: (positions in this class typically require):
 High School Diploma or equivalent required, with one (1) year of administrative support or customer service and one (1) year of emergency communication dispatching experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

LICENSING REQUIREMENTS: (positions in this class typically require):

- NCIC Certified



McKENZIE COUNTY

CLASS SPECIFICATION TITLE: Dispatcher

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Extensive knowledge of McKenzie County geography, telephone answering techniques, radio dispatching policies and procedures, governmental agencies and community service agencies in order to direct callers to the appropriate authority
- Ability to communicate verbally in a distinct, clear, concise, controlled, and pleasant manner in a wide variety of circumstances
- Must be able to maintain confidentiality of sensitive and legally protected information
- Able to simultaneously communicate, interpret communications, and enter data in a computer terminal with speed and accuracy
- Willingness and desire to learn new and challenging tasks

SKILLS (position requirements at entry):

Skill in:

- Attending to multiple activities and sources of input simultaneously
- Memorizing codes, names, locations, and other detailed information
- Communicating tactfully and courteously with deputies, the public, and other government agencies
- Thinking quickly, calmly, and clearly in emergency situations
- Compiling, maintaining, processing, and preparing a wide variety of records and reports
- Maintaining confidentiality of sensitive and legally protected information
- Assessing, prioritizing and determining appropriate response levels for law enforcement and related emergency situations

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.