

# Fallon County Job Description

*Fallon County is committed to affirmative recruitment and diversity in employment opportunity. It is the policy of Fallon County to provide equal opportunity to all persons seeking or having access to its employment, services and activities, which is free from restriction based on race, color, religion, national origin, age, gender, marital status, veteran status, sexual orientation or disability. Applicants with disabilities who need accommodation with the application or selection process should contact Fallon County's Human Resources.*

**Job Title: Emergency Communications Dispatcher**

**Department: Dispatch Center**

**Location: Baker, Montana**

**Job Status: Part-time, Non-exempt**

**Reports to: Emergency Communications Dispatch Supervisor**

## **Job Overview:**

Using a computer-aided dispatch system, receives emergency calls from the public requesting police, fire or medical emergency services in a 24-hour facility. Prioritizes and determines the nature and location of the emergency; dispatches police, fire or ambulance as necessary. Provides information as requested by law enforcement. In conjunction with the Fallon County Sheriff's Office, this position provides a secondary means of visual supervision of inmates incarcerated at the Fallon County Detention Center to ensure the safe and orderly operation of the facility.

*This position is privy to confidential criminal justice information and may have unsupervised contact with incarcerated individuals and is therefore subject to pre-employment criminal background check.*

*May use a county owned motor vehicle and is subject to a motor vehicle driving history check.*

*This position is subject to the mandatory six (6) month probationary period.*

## **Essential Functions:**

**Process and prioritize calls for police, fire and emergency medical assistance** - Receives and processes 911 emergency calls, maintains contact with all units on assignment, maintains status and location of police and fire units. Coordinates dispatching of emergency police, fire and other public safety equipment by receiving and transmitting radio calls. Inputs and retrieves computer data quickly. Monitors direct emergency alarms, answers non-emergency calls for assistance. Operates a variety of communications equipment, including radio consoles, telephones and computer systems. Will enter, update and retrieve information from a variety of computer systems. Receives requests for information regarding vehicle registration, driving records and warrants; provides pertinent data. Inputs and accesses information in automated law enforcement systems. Maintains accurate, up-to-date files and logs. Prepares reports as required. Uses good judgment in making decisions related to directly to emergency and routine situations.

**Supervision of Inmates** – Supervises, monitors and maintains awareness of the movement and location of adult male and female inmates housed in the Fallon County Detention Center via video camera system. Employs cameras, video monitors, intercom system and radios as secondary means of visual supervision and communication with inmates and other staff members. Ensures prompt and appropriate assistance to inmates in the event of injury, illness or trauma. May be called upon to provide court testimony based on knowledge, observation of or engagement with inmates.

**Competencies:**

*Active Listening, Assertive, Attention to Detail, Commitment, Dependable, Computer Skills, Critical Thinking, Customer Service, Flexibility, Foresight, Geography, Integrity, Interpersonal Skills, Multi-Task, Oral Comprehension, Oral & Written Expression, Professionalism, Sensitivity, Speech Clarity, Speech Recognition, Stress Tolerance, and Teamwork:*

This position requires the ability to listen to and understand information and ideas presented through spoken words and sentences. Must be able to communicate information and ideas when speaking so others will understand; speak clearly so others can understand you. Identify and understand the speech of another person.

Requires strong communication skills in the ability to listen actively to ensure effective and correct communication. Must be able to express oneself verbally and clarify information received during periods of high stress when taking emergency calls. Ability to effectively cope with stressful circumstances involving potential life and death situations. Attention to detail and accuracy in all interactions is required.

Requires the ability to exhibit patience and remain calm and professional while questioning callers for whom English may be an additional language, callers who may be verbally abusive, emotionally upset, uncooperative or frightened. Must be able to interact with variety of personalities. Ability to resolve questions or concerns with courtesy and respect. Possess a knowledge of geography of Fallon, Carter, Wibaux and Prairie Counties. Be able to multi-task in response to variety of emergency situations, utilizing multiple phone lines, radio and computer programs.

Possess computer experience with Word, including strong and accurate keyboarding skills. Accurate and effective writing skills, utilizing appropriate grammar and spelling; accurately hear and simultaneously document verbal information. Must be able to discern sensitive information and maintain confidentiality of criminal justice information. Act with common sense, and good judgment. Ability to offer sworn testimony in court proceedings. Must work as team member for the betterment of the dispatch center and public served. Establish and maintain effective working relationships with other Fallon County employees and staff from outside agencies. Must be mature, flexible and able to command respect and confidence of inmates, co-workers and the public.

**Minimum Qualifications:**

The above knowledge, skills, and abilities are typically acquired through a high school diploma or equivalent. Must be at least eighteen (18) years of age, have not been convicted of a crime resulting in imprisonment in a federal or state penitentiary. Must possess or be eligible for a Montana driver's license. Must reside close enough to Baker, Montana to allow an emergency response to the Fallon County Dispatch Center.

**Salary Schedule:**

The starting wage for this position is \$19.25 per hour; after successful completion of the mandatory six (6) month probationary period, increase to \$20.25. Following an additional six (6) month period as a permanent employee, increase to \$21.25. Eligible for situational stipends after reaching permanent status.

**Hours of Work:**

This part-time position that will work twenty (24) hours per week: generally two (2) twelve hour shifts. Shifts may vary to meet the needs of the Department and will include regular daytime business hours, nights, weekends and holidays; may include emergency call-in.

This position will undergo an intensive training period working 40 hours a week for four (4) to eight (8) weeks; the training schedule may be altered to meet the needs of the department and employee.

**Physical and Environmental Demands:**

Performing the essential functions of this position involves sitting for extended period with occasional walking, standing, bending, reaching, lifting; must be able to speak and hear. Specific vision abilities include close vision, distance vision, and depth perception. May be required to lift up to twenty-five (25) pounds. This work requires periods of extended computer use.

*The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully; employees are routinely required to address emerging employer requirements in alignment with individual work units and assignments of jobs. This job description does not constitute an employment agreement between the employer and employee; it is subject to change by the employer as the needs of the employer change.*