



**Title: E-911 Dispatcher**

**FLSA Status: Non-Exempt**

**Department: Sheriff**

**Updated: 11/2022**

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### **General Definition of Work**

Performs intermediate work on an assigned shift providing communication and direction for Sheriff's office, answering emergency and non-emergency calls for police, medical, and intrusion alarms, and related work as apparent or assigned. Work is performed under the general direction of the Chief Deputy Sheriff.

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### **Essential Functions**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

- Answers administrative lines for three law enforcement agencies and 911 phone calls; assigns appropriate resources to emergency and non-emergency calls for Pope county and local police departments.
  - Enters and maintains records for initial complaint reports and for protection orders, warrants and stolen items.
  - Arranges transportation and provide appropriate documentation to jail and or holding facility for new arrests, inmates and mental health clients; performs prisoner searches, when necessary, monitor cells + jail area via camera; performs Urine Analysis on same gender when necessary.
  - Monitors radio communication with officers, EMS, fire and other agencies; continuously monitors National Weather Service and Central MN talk group; ensures units are safe and have enough resources for events.
  - Deals with public in stressful emotional situations.
  - May assist TAC/Records Clerk/Evidence Technician position, as directed.
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### **Knowledge, Skills and Abilities**

General knowledge of the methods of operating various communications systems; some knowledge of radio code system and teletype procedures; general knowledge of the geography of the city, county and location of important buildings; ability to speak distinctly; ability to deal with the public under stressful conditions and remain calm; ability to operate standard office, data entry and computer equipment and communication consoles; ability to establish and maintain effective working relationships with associates and the general public.

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### **Minimum Qualifications**



High School Diploma/GED and minimal experience, or a combination of equivalent education and experience.

**Special Qualifications**

Emergency Medical Dispatch Certification.  
Basic First Aid/CPR Certification.  
Valid driver’s license in the State of Minnesota.

**Working Conditions**

*The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

- Employees always sit but may walk or stand for some periods of time.
- This classification seldom involves physical agility requirements such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- Sensory requirements include close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for conveying detailed or important instructions to others accurately, loudly or quickly; and hearing is required to receive detailed information through oral communication and/or to make fine distinctions in sound.

Physical Exertion (Pounds)	
Up to 10	Occasional
Up to 25	Occasional
Up to 50	Seldom
Up to 100	Seldom
100 or more	Seldom

Environmental Exposures	
Work near moving mechanical parts	Seldom
Work in high, precarious places	Seldom
Toxic or caustic chemicals	Seldom
Outdoor weather conditions	Seldom
Extreme Cold, non-weather	Seldom
Extreme Heat, non-weather	Seldom
Noise Level	Moderate



E-911 Dispatcher  
Job Description

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*