

JOB TITLE: **Dispatcher/Detention Worker**
(60% of Fulltime)

SUPERVISED BY: **Pondera County Sheriff,**
Dispatch & Detention Supervisors
Pondera County Commissioners

SUPERVISES: **NONE**

SALARY: _____ per hour for first 90 days probationary period; upon successfully completing first 90 days probation, increasing to \$_____ per hour; and full per hour pay of \$_____ upon successfully completing 180 days probation.

Part-Time Position, not to exceed 1248 hours per fiscal year (3/5 fulltime workweek; 60% of fulltime position). Pay cycle is **MONTHLY**. This position will accrue **OVERTIME** under the guidelines of the Federal Fair Labor Standards Act and applicable Montana Statutes.

The County is an equal opportunity employer. The County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Work Unit Overview: *The Sheriff's Office performs law enforcement and crime prevention work including preserving the peace, patrolling assigned areas, serving warrants, 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.*

Dispatch Services is a consolidated communications center serving multiple jurisdictions and disciplines. The Center is typically a 24 hour, 7 day a week operation. Dispatch Services may provide support for law enforcement, fire, emergency medical, and road crew programs in Pondera County.

General Position Description: Under the general supervision of the Board of County Commissioners, Pondera County, and the direct supervision of the Sheriff and the Dispatch &

Detention Supervisors, performs support for law enforcement, fire, emergency medical and road crew programs in the County. This position receives emergency and non-emergency requests for response via radio, telephone and computer-aided dispatch systems. This position determines priorities, dispatches medical, law enforcement and other emergency services in Pondera County, and maintains close contact with field units to monitor response progress and any needed support requirements. In addition, this position performs prisoner observation and maintenance and acts as receptionist for Sheriff's Office. Operates a variety of equipment including two-way radio, portable radio, teletype, and computers.

Work Schedule: Sheriff's Dispatch/Detention Center, is required to provide service 24 hours per day, 365 days a year. The individual filling this position will be required to work the "shift" designated by the Sheriff or the Dispatch & Detention Supervisor. The nature of this position may require changes to the work schedule to meet the needs of the Sheriff and/or Pondera County. Individual will be required to work in excess of 1248 hours per budget period due to such factors as vacations, sickness, emergencies and/or other extraordinary circumstances.

Duties and Responsibilities:

- Monitors emergency and general support radio frequencies to ensure County employees and public safety and determine dispatch requirements.
- Receives emergency and non-emergency calls, including enhanced 911, from the public, dispatchers and law enforcement agencies via telephone, radio systems and Computer-aided design (CAD) systems to gather required information, determine priorities of all calls and dispatch required units and/or agencies.
- In an emergency, receives calls and communicates by two-way-radio with field units including, but not limited to, the fire department, ambulance, hospital, highway patrol, search and rescue, deputies and other emergency services to transmit messages via radio, telephone, computer, fax or other communication equipment to obtain and relay information and assist with coordinating necessary activities.
- Makes inquiries of various sources to obtain requested information or services by telephone or computer automated communication equipment.
- Maintains status and location control of all public safety personnel involved in department activities to ensure their safety.
- Upon notification of necessary emergency services needed involving County roads etc., contact and advise the Pondera County Road and Bridge Department to coordinate any essential road and/or bridge maintenance

- Confer with customers and/or supervising personnel to address questions, problems, or requests for service or equipment.
- Dispatch the assignment of field units to route them to the scene of emergency and other situations.
- Create and maintain automated and/or manual records to document public safety communications activities using various computer systems, databases, and mapping applications for data entry and information retrieval.
- Maintain records, logs and reports with appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
- Obtains complete arrest records of all prisoners via CJIN/NCIC.
- Oversees rooms to the detention center, answers telephones, operates computer to document movement of prisoners from one area to another, maintains records of prisoners' mail received or sent and prepares incident reports.
- Through observation, assists Sheriff and Deputies with prisoners who are confined to jail cells, including recreation, legal, social and religious visitations.
- Distributes over the counter and prescription medications to all prisoners, as prescribed and directed by a qualified Medical Provider, in accordance with Montana State law.
- Providing this position is filled by a female, shall performs matron duties for female prisoners including pat down searches during booking process, security, prisoner care, health and welfare issues and court related matters.
- Providing this position is filled by a female, potentially perform assistance to Sheriff and Deputies during transportation of female prisoners to court appearances, medical/dental visits, mental evaluations, rehabilitation centers, alcohol treatment, juvenile detention, Montana State Prison for Women, Montana State Hospitals. In addition, this assistance would include extradition by air or auto to and/or from outside jurisdictions in other counties and states to or from Pondera County.
- Maintains, enters and cancels Warrants and Temporary and Permanent Orders of Protection with CJIN/NCIC, in accordance with Montana State Law. Clears Warrants upon notice of apprehension or cancellation, controls Warrant log book, teletypes Warrants as requested.

- Attends and completes detention school training and all aspects of training with the Montana Law Enforcement Academy.
- Attends and completes Emergency Medical Dispatch training.
- Maintain certification on National/Statewide computer network. (NCIC/CJIN).
- Maintain post certificate (Peace Officers Standards and Training) in both detention and dispatch, as directed by the Montana Law Enforcement Academy.
- MUST BE WILLING TO PERFORM ANY TASKS AS ASSIGNED.

Non-Essential Functions:

- May assist in the provision of on-the-job training for other positions using or serviced by the Dispatch and Detention Center.
- May train new hire dispatchers and detention workers and submit progress reports and evaluations on trainees.
- May perform limited supervisory duties on a temporary basis.

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.*

- Work requires the ability to speak clearly, hear, physically manipulate radio, telephone, and computer equipment, and sit for long periods of time.
- Work is performed in a dispatch center, and at times will involve a high-volume, fast-paced environment dealing with life-threatening situations via telephone or radio.
- Requires shift work with rotating days off, the ability to work overtime, a working home telephone or cellular phone that is on 24 hours a day, and a reliable method of transportation available 24 hours a day.
- Requires standing, sitting, bending, stooping, twisting of waist, side to side turning of neck, reaching, pulling, and pushing unilaterally and bilaterally, bend, crouch, and reach overhead, the ability to lift a minimum of thirty-three (33) pounds to an overhead position and climb ladders.
- Fine finger dexterity to reach, grasp, operate keyboards, radio equipment, weapons, and writing materials.
- Ability to give verbal commands in a loud, clear and understandable voice.
- Have excellent vision and hearing. **DUE TO THE NATURE OF THIS POSITION, THE HEARING REQUIREMENTS WILL NOT BE WAIVED.**
- Ability to physically subdue a person.

- Exposure to criminals and danger.
- Ability to work in a facility requiring stamina for walking and staying alert at all times.

Supervision Exercised: *List jobs reporting to the subject position and level of supervisory authority.*

The position does not regularly supervise other County employees, but may provide oversight or training to newer employees in the same classification and direct the work of administrative personnel.

Knowledge, Skills, and Abilities:

The job requires knowledge of public service activities, the organization, policies, and methods of county government, rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters, the proper use and care of radio and telephone equipment, basic mathematics, the English language, spelling and word usage, law enforcement and emergency response terminology and procedures, and the geography of the Pondera County including the locations of towns, cities and communities, major and minor roadways/highways, and like information.

The job requires the ability to communicate effectively verbally with other parties under stress, react quickly and calmly in emergencies, communicate clearly and concisely and relay details accurately, handle situations firmly, courteously, tactfully, and impartially, recall numerous details and essential information and determine priorities.

The job requires skill in observing situations analytically and objectively and recording them clearly and completely, operating radio transmission equipment, teletype, multiline telephone system, keyboard, computer terminal, and related communications equipment, creating and maintaining manual and automated logs and other records of public safety communications activities, reading and interpreting maps to determine locations, jurisdictional boundaries, etc. and the use of computer hardware and software.

Familiarity with national and statewide computer network is desired. Knowledge of local service agencies and programs helpful.

Education:

The job requires education and experience equivalent to a high school diploma or General Education Development (GED) certificate. Upon hire, the job requires attaining and maintaining access certifications for criminal history databases and associated communications systems.

ADDITIONAL REQUIREMENTS: Individual must complete CPR training/accreditation within six months of hire. Individual must possess a Montana, Class D, driver's license. Individual must be bondable under the provisions of the Pondera County insurance policy. Position requires the ability to maintain strict confidentiality of all records and information. Requires written and verbal communication skills and an ability to positively utilize

Inter-personal skills when dealing with the public. Individual must agree to participate in a continuing education program relevant to the duties and responsibilities of this position. Position requires intermittent travel to attend training and/or other work-related functions.

Approved and Adopted this 27th day of January, 2021.

Dale J. Seifert, Chairman

Thomas A. Kuka, Member

Jim Morren, Member

I hereby certify that I have read and do understand the duties and responsibilities contained in the above job description and understand this position to be a “shift” position and will fulfill these obligations to the best of my abilities. I further certify that I will comply with all federal, state, and county policies that apply to this position.

Signature

Dated: _____

Printed Name