

JOB TITLE: 911 DISPATCHER

JOB SUMMARY

Under the general supervision of the Dispatch Supervisor/Chief Deputy/Sheriff, the 911 Dispatcher performs specialized work in receiving emergency calls for service and dispatching appropriate police, fire, EMS, or Emergency Management agencies to the incident. Using computer aided dispatch systems (CAD) and multi-channel radio/paging consoles, 911 Dispatchers must act quickly, efficiently, calmly, and accurately to process incoming emergency calls and dispatch and coordinate emergency responder resources. In addition, a 911 Dispatcher is required to know how to read maps and use the CAD mapping system.

SCOPE OF RESPONSIBILITY

The intent of this job description is to provide a representative summary of the primary duties and responsibilities performed by incumbents in this position. Incumbents may not be required to perform all duties in this description, and incumbents may be requested to perform position-specific tasks other than those listed in this job description.

- Using multi-line telephones, answers emergency and non-emergency calls for service via landline telephone and wireless devices.
- Processes calls to determine the incident location, nature of the incident, and other information pertinent to the appropriate and safe response to the emergency.
- Questions callers regarding the nature and severity of incidents.
- Queries, enters, modifies, and clears information in local, state, and national computerized databases pertaining to arrest warrants, driver record/history, stolen property, other similar data and transmits relevant information to field units.
- Manages callers; calms and controls callers, communicates with special needs callers, and communications with callers from diverse demographic backgrounds.
- Uses text-telephones to communicate with communications impaired callers.
- Reads maps and uses Geographical Information Systems, printed maps, and other resources to pinpoint the exact location of the incident, the callers, and responders.
- Provides instructions to the caller to render medical aid to the sick and injured until the arrival of EMS.
- Appropriately transfers or routes calls for service in outside jurisdictions to the appropriate PSAP (Public Safety Answering Point).
- Enters information into the computer system to generate calls for service.
- Determines appropriate emergency response jurisdictions.
- Determines appropriate emergency response type.
- Monitors and tracks the status of responders.
- Dispatches the appropriate police, fire, EMS, and Emergency Management agencies using telephones, paging systems, and radio consoles.
- Performs other related duties as assigned.

REQUIREMENTS

- Excellent verbal communication skills.
- Ability to execute directions accurately and with speed.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks, delegating when appropriate.

- Ability to establish and maintain effective working relationships with county officials, county staff, and the general public.
- Ability to operate or to quickly learn a variety of communications systems.
- High school diploma or equivalent required.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working with dispatching equipment.
- Must be able to lift up to 15 pounds at times.

MOUNTRAIL COUNTY, ND

EQUAL EMPLOYMENT OPPORTUNITY FORM

We invite you to complete the enclosed Equal Employment Opportunity form and return it to our Title VI Coordinator in the enclosed envelope.

This information is kept separate from your application and is used for statistical purposes only.

Submission of this information is completely voluntary and will be kept confidential.

Mountrail County Title VI Coordinator

Enclosures

Mountrail County Sheriff's Department

APPLICATION FOR EMPLOYMENT

Note to Applicant: Thank you for your interest in employment with the Mountrail County Sheriff's Department. Mountrail County is an Equal Opportunity Employer. Applicants are considered for all positions without regard to race, color, religion, national origin, age, sex, political beliefs, disability, or status with respect to marriage or public assistance and complies with the provisions of the North Dakota Human Rights Act.

Submit completed application to Mountrail County Human Resources Department at PO Box 69, Stanley ND 58784-0069 or via email at rschumaier@co.mountrail.nd.us.

Position applying for: <input type="checkbox"/> Sheriff's Deputy <input type="checkbox"/> 911 Dispatcher
How did you learn about this position?

GENERAL INFORMATION

NAME (LAST, FIRST, MIDDLE)		
ADDRESS		
CITY	STATE	ZIP
PHONE NUMBER	EMAIL <i>By providing your email address, you hereby consent to receive all future notifications related to this application via email.</i>	
Are you at least 18 years of age or older? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Can you provide proof, <i>if hired</i> , that you are eligible to work in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No		

VETERAN'S PREFERENCE

Veteran Eligibility: You must be a United States resident and have served in the active military forces during a period of war or received the armed forces expeditionary or other campaign service medal during an emergency condition, and must have been released under other than dishonorable conditions. Do you claim preference as a:	
Veteran	<input type="checkbox"/> No <input type="checkbox"/> Yes – Attach DD-214, Report of Separation.
Disable Veteran	<input type="checkbox"/> No <input type="checkbox"/> Yes – Attach DD-214 & letter less than one year old from VA indicating disability
Spouse of Disabled Veteran	<input type="checkbox"/> No <input type="checkbox"/> Yes – Attach copy of marriage certificate, DD-214 & letter less than one year old from VA indicating disability.
Spouse of Deceased Veteran	<input type="checkbox"/> No <input type="checkbox"/> Yes - Attach copy of marriage certificate, DD-214, & Veteran's death certificate.

EMPLOYMENT/PROFESSIONAL REFERENCES

Please list as references, three people that have knowledge of you and your qualifications. People must have known you for at least five years.		
Name	Address	Cell Phone Number

TRAINING/SKILLS

Did you graduate from High School or receive a GED Certificate? <input type="checkbox"/> Yes <input type="checkbox"/> No
Computer skills, related volunteer experience, and other education/training skills:
Have you received any training or do you have any experience in the area of Law Enforcement? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, please provide training details and dates:
Have you received medical training (CPR, First Aid, First Responder, etc.)? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, please provide training details and dates:

EMPLOYMENT HISTORY

(Attach a separate sheet of paper for any additional employment history)

NAME & ADDRESS OF CURRENT EMPLOYER			
TYPE OF BUSINESS		NAME OF SUPERVISOR	
TELEPHONE	FROM (MM/YYYY)	TO (MM/YYYY)	
YOUR JOB TITLE	STARTING SALARY	ENDING SALARY	
YOUR DUTIES AND RESPONSIBILITIES			
MAY WE CONTACT YOUR CURRENT EMPLOYER FOR A REFERENCE? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A			
REASON FOR LEAVING (OR CONSIDERING LEAVING) EMPLOYMENT			

NAME & ADDRESS OF PREVIOUS EMPLOYER			
TYPE OF BUSINESS		NAME OF SUPERVISOR	
TELEPHONE	FROM (MM/YYYY)	TO (MM/YYYY)	
YOUR JOB TITLE	STARTING SALARY	ENDING SALARY	
YOUR DUTIES AND RESPONSIBILITIES			
REASON FOR LEAVING EMPLOYMENT			

EMPLOYMENT HISTORY *CONTINUED*

NAME & ADDRESS OF EMPLOYER			
TYPE OF BUSINESS		NAME OF SUPERVISOR	
TELEPHONE	FROM (MM/YYYY)	TO (MM/YYYY)	
YOUR JOB TITLE		STARTING SALARY	ENDING SALARY
YOUR DUTIES AND RESPONSIBILITIES			
REASON FOR LEAVING EMPLOYMENT			

NAME & ADDRESS OF EMPLOYER			
TYPE OF BUSINESS		NAME OF SUPERVISOR	
TELEPHONE	FROM (MM/YYYY)	TO (MM/YYYY)	
YOUR JOB TITLE		STARTING SALARY	ENDING SALARY
YOUR DUTIES AND RESPONSIBILITIES			
REASON FOR LEAVING EMPLOYMENT			

NAME & ADDRESS OF EMPLOYER			
TYPE OF BUSINESS		NAME OF SUPERVISOR	
TELEPHONE	FROM (MM/YYYY)	TO (MM/YYYY)	
YOUR JOB TITLE		STARTING SALARY	ENDING SALARY
YOUR DUTIES AND RESPONSIBILITIES			
REASON FOR LEAVING EMPLOYMENT			

911 DISPATCHER APPLICANTS ONLY

Are you willing to work nights/overnights?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you willing to work weekends?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you willing to work holidays?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever pled guilty or been found guilty of a misdemeanor or felony, including a felony charge that was later dismissed under a deferred imposition of sentence? If YES, please explain.		
	<input type="checkbox"/> Yes	<input type="checkbox"/> No

SHERIFF'S DEPUTY APPLICANTS ONLY

Are you willing to work nights?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you willing to work weekends?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you willing to work holidays?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you currently licensed as a peace officer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever pled or been found guilty of a misdemeanor or felony, including a felony charge that was later dismissed under a deferred imposition of sentence? If YES, please explain.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a current Driver's License?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you received any moving violations within the last three years? If yes, please explain:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please indicate valid driver's license(s) held:	<input type="checkbox"/> A	<input type="checkbox"/> B
	<input type="checkbox"/> C	<input type="checkbox"/> D
	<input type="checkbox"/> M	

ACKNOWLEDGEMENT

Initials	Please read carefully and acknowledge with your Initials
	I acknowledge that, if requested, I will undergo drug/alcohol testing,
	I acknowledge that investigations/inquiries deemed necessary to establish my character, general reputation and work performance history may be conducted.
	I acknowledge that, if hired, I may be required to work nights/overnights, weekends and holidays.
	Sheriff's Deputy applicants only I acknowledge that, if hired, I may be required to attend training in other parts of North Dakota for varying lengths of time.
	Sheriff's Deputy applicants only I acknowledge that, if hired, I must pass a health assessment (physical) at a health care provider of my choice.
<p>I certify that all information contained in this application and any attachments is true and complete to the best of my knowledge. I understand that any willful misrepresentation, false statement, or omission by me in the application or interview process will be cause for rejection of my application or termination of my employment. I authorize investigation of all statements made on this application and any attachments, and I release all persons, companies, and organizations from liability for providing or receiving such information. Any offer of employment I may receive from the Mountrail County Sheriff's Department is contingent upon successful completion of any pre-employment screening process, which might include background and drug screening. I further understand that this employment application and other employment related documents are not contracts of employment; and, that any oral or written statements to the contrary are hereby expressly disavowed.</p>	
<hr style="width: 80%; margin: 0 auto;"/> Applicant Signature	<hr style="width: 80%; margin: 0 auto;"/> Date