

JOB POSTING

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JOB POSTING

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APPLY BY: Friday, December 20, 2019

TITLE	EMERGENCY DISPATCHER/COMMUNICATIONS SPECIALIST
DEPARTMENT	POLICE
SUPERVISED BY	POLICE SERGEANT
SUMMARY	THIS IS WORK PROVIDING A SYSTEM OF COMMUNICATIONS BETWEEN THE COMMUNITY AND ITS EMERGENCY SERVICES

DUTIES AND RESPONSIBILITIES

1. Receive, evaluate and prioritize complaints or requests for police service or investigation from individuals seeking aid. Discerns need and dispatches assistance as appropriate.
2. Receive emergency calls for ambulance, fire, rescue squad, or other assistance. Discerns need and dispatches assistance as appropriate.
3. Receive and send local, county, regional, state and nationwide messages via telephone, radio, teletype and facsimile machine. Maintain radio contact with law enforcement agencies, emergency services and public safety agencies and others, as circumstances require.
4. Monitor burglar, fire and trouble alarms for businesses and city facilities. Dispatches personnel and equipment as required. When necessary, secure and instruct mutual aid personnel and equipment from the McLeod County Sheriff's Department or the numerous departments under its radio control.
5. Receive varied information from the public and inform police or other city, county or state departments or agencies as appropriate. Discerns need and assists in locating persons for emergency messages.
6. Provide information or assistance of a general nature to the public on request. (Examples: lost property, NSF checks, lost pets, payment of fines, after hours deliveries, etc;)
7. Maintain continual log of officers and emergency personnel activity in the computer aided dispatch system. Maintain and update all office records per prescribed methods as assigned within the department and as detailed in procedural manual. Make records accessible to police and other agencies as needed.
8. Type, transcribe and prepare correspondence or other necessary documentation as needed.

9. Monitor individuals in the booking facility through the use of security cameras. Provide matron services for females, including body searches.
10. Test warning equipment periodically for Civil Defense system, fire pager system, 3M Company, HTI, schools, hospital, utilities, public works facilities, telephone alarms.
11. Stay current on system changes for computer aided dispatch, records management system, radio status board and all BCA applications. Study materials on techniques and procedures designed to improve communication, workflow and overall competency.
12. Perform related duties as required.

EQUIPMENT

Radio console, computerized communication and record keeping systems, telephones, TDD, personal computer and related software, printers, audio recorder, copy machine and fax machine.

MINIMUM QUALIFICATIONS High School diploma/GED plus one year of work experience of office, clerical and customer service. Keyboarding skills. Good communication skills. Ability to obtain MNJIS & BCA Certification and complete AMER Radio and CPR Training within 6 months.

DESIRED QUALIFICATIONS High School diploma/GED plus one year of additional training or experience in dispatch or related work. Ability to perform keyboard and record keeping functions with a high degree of accuracy. Excellent communications skills. Ability to respond in a calm manner in emergency situations and to obtain complete information under stress. Ability to perform duties with distractions in crowded conditions. Respect for confidentiality. MNJIS and BCA Certification, CPR training, AMER Radio Training.

WORKING CONDITIONS

Rotating shifts on a 24 hour basis. Part time dispatchers work variable hours and fill in for full time staff for vacation, sick leave, and other absences.

Minimum Starting Pay \$20.32

CITY OF HUTCHINSON
ADDENDUM TO JOB DESCRIPTIONS 1995
TO COMPLY WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

FOR POSITIONS: Administrative, Clerical.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk and use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

The duties listed in job descriptions 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.

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 and requirements of the job change.
