

**Position Description**

**Position Title: 911 Communications Specialist I**

**Accountable To: Training Officers, 911 Dispatch Supervisor, and 911 Communications Director**

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**Position Purpose:**

This is an entry level position. Under supervision, performs a variety of routine and complex public safety communication tasks for Barnes County 911 Dispatch Center that provides public safety emergency and non-emergency dispatch services for the Public Safety agencies in Barnes County, North Dakota. Individuals at this level will perform duties with supervision and guidance initially, while graduating to working independently.

**Essential Functions and Responsibilities:**

(The following is a listing of examples of responsibilities of this position and is not intended to be a complete listing.)

Receive, screen, and prioritize emergency 911, non-emergency, and TTY telephone calls for service require law enforcement, emergency medical services, or fire department attention. Monitor activities of, or stays in contact with caller throughout emergency, and provide pre-arrival medical instructions to caller while waiting for units to arrive. Refers non-emergency calls to appropriate personnel.

Operate a multi-frequency radio system to monitor, direct and participate in emergency and non-emergency dispatching utilizing call prioritization, caller/incident location identification, and intra-department response following Barnes County Dispatch's policies and procedures to minimize potential dangers to the community and first responders. Maintain status and location control of all public safety personnel involved in department activities.

Effectively enter calls for service information into the Computer Aided Dispatch (CAD) system accurately and rapidly. Must condense large amounts of information into readable, typed remarks in a timely manner and have the ability to recall numerous acronyms and codes essential to appropriate call processing. Possess the ability to process CAD system queries and identify alert information.

Acquire and maintain certification as a full access terminal/teletype operator for use with state or national crime reporting systems, to query and enter information (i.e. stolen vehicles, warrants, missing persons, state driver's records, vehicle registrations, and criminal history inquiries) for the appropriate public safety agencies. Certification must be attained within six months of appointment to the position.

Possess a thorough understanding of the addressing and geography of Barnes County and its cities. Possess the ability to interpret maps of the Barnes County Dispatch Center and surrounding service area using computerized mapping software and map books. Possess an understanding and effectively use the Automatic Vehicle Locator (AVL) System to determine location of units.

## Barnes County 911 Dispatch Center

Monitor and activate Barnes County Dispatch's procedures for civil emergencies, disasters (i.e. hazardous materials) and inclement weather via sirens, pagers, teletype, telephone, and radio. Monitor situation and relay accurate information to the appropriate agencies in a timely manner.

Work Shift work including, evenings, nights, weekends, and holidays. Must be available to work extended shifts and be subject to emergency callouts.

Maintain familiarity with the Call Handling Guide, Standard Operating Procedures, Barnes County Employment Manual and other appropriate manuals that provide thorough knowledge of Barnes County Dispatch operations, policies, and procedures.

Maintain a thorough working knowledge of all other public safety communications systems used at the dispatch console and throughout the Barnes County Dispatch Center (including but not limited to the console call repeaters, video cameras, alarms and warning lights, sirens, paging, and alarm systems).

Deal with sensitive information in a discreet and professional manner by maintain confidentiality.

Able to trouble shoot and resolve minor computer hardware and/or software malfunctions.

Responsible for the following miscellaneous Duties:

- Monitor courthouse and corrections facility security cameras.
- Answer administration lines for outside departments (BCSO, VCPD) after normal business hours
- Knowledgeable of all other available support agencies, services, and all other miscellaneous information as a contact resource to the public.
- Knowledgeable of all other records search databases available in Barnes County Dispatch Center (including but not limited to public utilities database, law enforcement records, google, etc.)
- Attends special and periodic training programs and meetings on a continuing basis as required by Barnes County Dispatch Management

### **Qualification Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Minimum Qualifications:**

This is an entry level position. A high school diploma or its equivalent is required. Must have the ability to type 40 corrected words per minute.

### **Knowledge, Skills, and Abilities:**

Ability to communicate effectively in the English Language both verbally and in written communication

Knowledge of computer software sufficient to enter, retrieve, and manipulate data.

Ability to read and follow oral and written instructions.

Ability to work under stressful conditions and react appropriately using good judgement

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Possess a clear and understandable radio and telephone voice.

Ability to effectively prioritize situations and make rapid, accurate decisions which affect the outcome of public safety services based on the information received

Must have basic knowledge of computers hardware

Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatch and monitored in a timely and accurate manner.

Ability to hear and understand multiple sound sources

Ability and willingness to maintain respectful working relations with co-workers, supervisors, public safety agencies, and the general public

Ability to work varying shifts, weekends, and holidays

Ability to be reliable and dependable and report for work as scheduled.

### **Special Requirements:**

Must successfully complete the Barnes County Dispatch Training Program upon appointment to the position.

Must be CPR, EMD, First Aid, APCO and NCIC Certified. Certification must be attained within a reasonable amount of time upon appointment to the position.

Must pass a pre-employment hearing test conducted by a trained technician and/or licensed or certified audiologist or medical doctor.

Must pass a criminal background investigation and be free of felony conviction.

Must pass pre-employment drug screening.

### **Physical Demands:**

They physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. 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 for extended periods of time; use hands and fingers to handle or feel 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.

The employee must be able to think, reason, and analyze multiple issues for extended periods of time. The employee must be able to function in stressful situations.

The employee must work up to twelve (12) hours or longer at a time continuously.

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The employee must be prepared to stay in the center for the full schedule shift. Employees will be expected to sign a break waiver.

### **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 typically quiet.

### **Employment Agreements:**

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.