



Dispatcher/Jailer

Department	Sheriff	Classification	Grade 9
Reports to	<u>Jailer:</u> Jail Sergeant Assistant Jail Administrator Jail Administrator Chief Deputy Sheriff County Sheriff <u>Dispatcher:</u> Communication Supervisor Chief Deputy Sheriff County Sheriff	Unit	LELS Local #402 (Non-Licensed)
		FLSA Status	Non-Exempt
Supervises	N/A		

Position Description

Provide dual responsibilities of Dispatcher/Jailer. Dispatcher: Operate computerized telephone system receiving calls for emergency services and general assistance. Receive and broadcast messages, instructions and information to emergency response personnel over a computerized radio system. Jailer: Maintain security and ensure safety of inmates and staff in the jail; observe and monitor inmate behavior; receive, search, process, discipline and release or secure inmates.

Essential Duties and Responsibilities

Dispatcher Assignment:

- Answer emergency 911 calls and dispatch appropriate emergency services (Sheriff's office, police, ambulance, fire, DNR, State Patrol).
- Operate radios to coordinate communications between officers and other departments, agencies.
- Maintain accurate computer aided dispatching records.
- Initiate required reports, general typing and computer database queries.
- Answer administrative calls for the department.
- Regular attendance on the job.
- Perform other duties as assigned.

Jailer Assignment:

- Oversee, observe, move, process (intake/release) and search inmates in accordance with established policies, regulations and procedures.
- Responsible for providing a clean, safe and secure environment for inmates and staff.
- Attend trainings as required.
- Regular attendance on the job.
- Perform other duties as assigned.

Qualifications and Knowledge, Skills and Abilities

Minimum Qualifications

- High school graduate or equivalent
- 2 years post-secondary education or work experience or equivalent combination (equate to 2 years)
- Successfully pass a comprehensive pre-employment background check, contingent upon a job offer

Knowledge, Skills and Abilities

- Knowledge: Microsoft Office suite (Word, Excel, Outlook) and computer systems relevant to the work performed. County and departmental policies, procedures and practices. Federal, state and local laws, rules and regulations relevant to the work performed. County roads and highways. Basic life saving techniques.
- Skills: Time management. English grammar, punctuation and vocabulary. Customer service. Effective communication, both orally and written. Learn and apply self-defense techniques. Judgment and discretion in dealing with inmates appropriately
- Abilities: Attend trainings/meetings/make office deliveries, on an as needed basis, via a reliable means of transportation. Follow established procedures and directives from supervisors. Prioritize and multi-task to meet deadlines and maintain workflow. Maintain confidentiality and data privacy; safe working environment. Establish and maintain effective working relationships. Make decisions in response to emergency situations. Perform tasks simultaneously; function under stressful situations; deal with hostile or difficult inmates

Preferred Qualifications

- Education (post-secondary degree)
- Work Experience in Communications/Corrections
- Current certification in First Aid and CPR
- Related Training
- Volunteer/Community work
- Education and/or work experience with computers
- Work experience as a team lead and/or managing people

Physical Requirements (Screen)

Medium Work: Exerting 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects.

Note (Management Right)

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. The County retains the discretion to add or change the contents of this position description at any time.

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