

<b>CITY OF MOBRIDGE POSITION DESCRIPTION</b>			
<b>Dispatcher/E911 Operator 1</b>			
<b>DEPARTMENT</b> Police	<b>DIVISION</b> Dispatch/E911	<b>SUPERVISOR</b> E911 Coordinator	<b>CLASSIFICATION</b> Full Time

**DEFINITION:**

Primary purpose is to process and dispatch emergency and non-emergency telephone and radio calls for law enforcement, fire, ambulance, and other emergency medical service and to maintain radio logs, files, and records.

**JOB LOCATION:** At the Emergency Services Dispatch Center (ESDC)

**ESSENTIAL FUNCTIONS OF THE JOB:**

- Process E911, telephone and radio police, fire, and ambulance calls
- Prioritizes and dispatches calls for service to appropriate agency
- Maintains logs for all radio traffic
- Enters NIBRS (National Incident-Based Reporting System) data
- Updates and enters warrant list information
- Enters emergency calls for service into a local CAD system
- Conducts queries of local, state, and national computer databases
- Maintains and updates local computer databases
- Assists the E911 Coordinator and Chief of Police
- Locates personnel for “after hours” calls
- May be appointed as a training officer

**ADDITIONAL FUNCTIONS OF THE JOB:**

- Must obtain certification as an E911 operator
- Performs other duties as assigned

## **REQUIRED KNOWLEDGE AND ABILITIES**

- Ability to manage a typical office with a switchboard
- Knowledge of emergency units available
- Knowledge of stand-by generators and how to utilize them
- Ability to dispatch calls to the proper unit
- Ability to prioritize calls according to need
- Ability to prioritize and make decisions based on city policies
- Ability to operate paging system for fire and ambulance
- Ability to monitor and operate teletype
- Dispatches calls for service to law enforcement agencies

## **MINIMUM QUALIFICATIONS:**

High School Diploma or G.E.D. certificate. College or vocational training desirable. Computer knowledge required. Must be able to work nights, weekends, and holidays. Must be able to maintain confidentiality and handle sensitive situations in a professional manner.

**EXPERIENCE:** One year experience as a dispatcher preferred but not necessary

## **SPECIAL QUALIFICATIONS:**

Must be free from felony conviction  
Must type a minimum of 35 wpm  
Must be certified by State of South Dakota  
Must pass hearing test  
Must be qualified to operate radio console and CAD system