

**MENOMINEE COUNTY/TOWN OF MENOMINEE
POSITION DESCRIPTION**

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| Position Title: Dispatch Supervisor | Department: 911 Center | Division/Section: Not Applicable |
| Classification: Full Time | Salary: \$26.54 | Supervisor: Chief Deputy/ Sheriff |
| Supervision Exercised: None | Posting Date: 9/25/2023 | Deadline Date to Apply: 09/29/2023 |
| Position Summary: 911 Dispatcher, performing all duties as defined in 911 Dispatcher job description. Oversee 911 Center operations on a daily basis, and supervise 911 Center personnel. | | |

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. These are not to be considered as exclusive or all inclusive. Other duties may be required and assigned.

- Provide daily supervision of dispatchers, and address non-disciplinary issues as needed.
- Investigate complaints and take any disciplinary action as needed.
- Attend all necessary training and provide for on-going training of dispatchers.
- Serve as Primary County TIME Agency Coordinator (TAC). Complete the TIME system audit every two years.
- Prepare schedules.
- Approve timesheets; submit timesheets to the Chief Deputy for approval for entry into the payroll system.
- Attend monthly meetings of the Public Safety Committee as needed.
- Maintain complete and accurate inventory of all equipment and supplies.
- Screen employment applications and assist with background checks. Attend interviews of dispatchers.
- Assist the Chief Deputy with preparation and submission of annual budget.
- Update dispatch operational policy and procedures with the approval of the Chief Deputy.
- Update emergency phone books, on-call, and mapping books.
- Update the dispatch training manual as needed.
- Update MSAG when requests are made.
- Order dispatch supplies as needed.
- Maintain training for dispatchers (TIME, CPR, etc.) and maintain a record of training.
- Work with IT on issues with the phones, radios, and computers.
- Create accounts for new employees in the computer software programs for dispatch.
- Act as the Local Agency Security Officer (LASO) for the 911 Center.
- Assign special duties (validations, TAC, trainer,, dispatch books, etc.) to dispatchers as needed.
- Perform annual evaluations for dispatchers.
- All duties of a 911 dispatcher.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- Must have the ability to utilize multiple frequencies on a 2-way radio system.
- Must have the ability to pass training on techniques, methods and practices used in public safety communications and call taking.
- Must have basic knowledge of techniques, methods and practices commonly used in business offices, such as typing, filing, etc.

Menominee County

Dispatcher

Rev. [Date]

- Must have the ability to maintain confidentiality of sensitive materials, records and conversations.
- Must be able to handle stressful situations well, and be able to multi-task.
- Must speak clearly, and have adequate verbal skills to facilitate communication with others.

TRAINING AND EXPERIENCE:

Must have 3 years full time dispatch experience. Must be self-motivated, and show initiative. Prior supervisory experience preferred.

MINIMUM QUALIFICATIONS:

- Must have a High School Diploma or Equivalency.
- Must be at least 18 years of age.
- Must have no felony convictions or outstanding warrants.
- Must hold a valid WI Driver's License.
- Must have and maintain a telephone.
- Must pass a criminal background check.
- Must be available to work any shifts.
- Must submit to a pre-employee drug test.

A person not meeting any one of the minimum qualifications listed above will not be considered for an interview

APPLICATION PROCESS:

A complete application includes:

- Menominee County Employment Application (available in the Menominee County Sheriff's Department or online at www.co.menominee.wi.us under the "Career Opportunities" tab appearing in the left margin of the home page);
- Copy of valid Wisconsin Driver's license.
- Copy of High School Diploma

Applications that are incomplete or do not include the information described above will be screened out and will not proceed to the interview stage.

Please submit all required information in person to the Menominee County Sheriff's Department at the Menominee County Courthouse located at W3269 Courthouse Lane in Keshena, Wisconsin. Alternatively, all of the required information can be mailed to:

Menominee County Sheriff's Department
Attn: Chief Deputy David Kristof
P.O. Box 190
Keshena, WI 54135

Please call 715-799-3357 if you have any questions or need assistance.

Menominee County is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.