

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

<b>Position Title:</b> Dispatcher	<b>Department:</b> 911 Center	<b>Division/Section:</b> Not Applicable
<b>Classification:</b> Full Time	<b>Salary:</b> \$20.54 - \$24.54	<b>Supervisor:</b> Dispatch Supervisor
<b>Supervision Exercised:</b> None	<b>Posting Date:</b> Monday, June 10 <sup>th</sup> , 2024	<b>Deadline Date to Apply:</b> Friday, June 28 <sup>th</sup> , 2024
<b>Position Summary:</b> This position is a Full-time Dispatcher for the 24-hour 911 center. Must provide dispatch service for Law Enforcement, Fire and EMS agencies, as well as maintain required documentation.		

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Operation of two-way radio equipment including use / monitoring of 5 different frequencies.
- Operation of four computers, i.e.: T.I.M.E system, Zuercher (CAD-computer aided dispatch) system and the radio console.
- Operation of 911 telephone system (Zuercher 911), fax machine, paging system and monitors.
- Answer all emergency and non-emergency calls in a timely fashion and dispatch to proper department.
- Entry of all complaints and logging of traffic in respective computer or log.
- Entry, removal and updates of all warrants in the T.I.M.E.system, verification and maintenance of other records as required.
- Be punctual for assigned shifts.

Contributes to the team effort by performing related duties as necessary or as assigned by the immediate supervisor.

**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.
- 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.
- Must be able to stand for extended periods of time.

**TRAINING AND EXPERIENCE:**

- Experience in communications, basic computer skills, telephone skills and public relations are preferred. Public Safety background is a plus.
- Must be willing to attend training deemed necessary by management.

**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.

**Menominee County**

Title of Position

Rev. [Date]

---

- 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](http://www.co.menominee.wi.us) under the "Career Opportunities" tab appearing in the left margin of the home page);
- Copy of High School Diploma or Equivalency;
- Copy of valid Wisconsin Driver's license.

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 Justin Hoffman  
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.*