



Board of County Commissioners Agenda Request

22

Agenda Item #

Requested Meeting Date: 10/27/2015

Title of Item: Full-time 911 Dispatcher, New Position 2016

<input type="checkbox"/> REGULAR AGENDA <input checked="" type="checkbox"/> CONSENT AGENDA <input type="checkbox"/> INFORMATION ONLY	Action Requested: <input checked="" type="checkbox"/> Approve/Deny Motion <input type="checkbox"/> Adopt Resolution (attach draft)	<input type="checkbox"/> Direction Requested <input type="checkbox"/> Discussion Item <input type="checkbox"/> Hold Public Hearing* <small>*provide copy of hearing notice that was published</small>
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Submitted by: Bobbie Danielson <i>Bobbie Danielson</i>	Department: Administration/HR
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Presenter (Name and Title): Bobbie Danielson, Nate Burkett, and/or Sheriff Turner	Estimated Time Needed: n/a
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Summary of Issue:

The preliminary 2016 budget includes a new full-time 911 Dispatcher position. We are seeking permission to begin the recruitment process now and, contingent upon final budget approval in December, to fill the position on or about January 4, 2016.

This is a Grade 4 position with a 2016 anticipated starting wage of \$16.65/hour, plus benefits. 2016 wage range: \$16.65 to \$24.65/hour.

2016 Estimate	
Wages (\$16.65)	\$34,632.00
PERA (8.75%)	\$3,030.30
Social Security (6.2%)	\$2,147.18
Medicare (1.45%)	\$502.16
Health Ins (\$1,000/mo)	\$12,000.00
Life Ins \$15k	\$62.40
Total	\$52,374.05

Alternatives, Options, Effects on Others/Comments:

Recommended Action/Motion:

Motion to authorize starting the 911 Dispatcher recruitment now, with the understanding that the position will not be filled prior to January 2016, and only after the County Board grants final budget approval in December.

Financial Impact:

Is there a cost associated with this request? Yes No

What is the total cost, with tax and shipping? \$ 52,374.05 estimated

Is this budgeted? Yes No *Please Explain:*

It is included in the preliminary 2016 budget. Final approval pending.

Legally binding agreements must have County Attorney approval prior to submission.



DISPATCHER

Department Sheriff's Office
Grade Grade 4
Reports to Dispatch Supervisor / Co-Program Coordinator
FLSA Status Non-exempt
Union Status Teamsters Non-licensed Essential Unit

Final Appointing Authority

This position shall not be filled until final approval of the County Administrator. All offers of employment are made in writing by the Human Resources Department.

Job Summary

To assist in the protection and safety of the citizens, visitors, businesses and institutions of Aitkin County and their property by receiving requests for emergency and non-emergency services within Aitkin County. To promptly dispatch law enforcement, fire, ambulance or other emergency services as are appropriate. To provide radio communication and other communication support to County, City and State law enforcement and other agencies as required. To serve as master control operator, electronically controlling access and doors in the jail while maintaining safety and security.

Supervision Received

Employees working in this job class work under general supervision and usually receive some instruction with respect to details of most assignments, but are free to develop their own work sequences within established procedures, methods, and policies. They are often physically removed from their supervisor and are only subject to periodic supervisory checks.

Supervision Exercised

No formal supervisory authority.

Essential Functions

This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance and punctuality are essential requirements of this position.

1. Closely monitors all means of communication including, but not limited to: radio, telephone, fax and email. Receives calls for emergency and non-emergency public safety services, serving as the first point of contact for such services within Aitkin County.
2. Prioritizes requests for emergency and non-emergency services by following policies and procedures established by the Dispatch Supervisor and Sheriff.
3. Determines the necessary information to collect for 911 emergency, non-emergency and administrative requests for service according to policies and procedures established by the Dispatch Supervisor and Sheriff; organizes, verifies and accurately records information and generates reports (ICR).



Position Description

4. Identifies and dispatches the appropriate agencies to respond to calls for services; effectively and professionally communicates critical information to those agencies responding and ensures communication between responding agencies.
 5. Maintains and monitors the jail doors and cameras to ensure the security of the facility.
 6. Ensures operation and functionality of all public safety communications systems in the dispatch area including required tests of radio systems and civil defense systems.
 7. Monitors weather conditions and provides weather updates to field personnel regarding severe weather and sounds civil defense sirens when directed during major emergencies and natural disasters.
 8. Follows policy and procedure to update, monitor, query, generate reports and communicate information to field personnel from federal, state and local computer systems and databases including, but not limited to: NCIS, MINCIS, stolen/wanted vehicle file, missing person file, Verifies information for all calls, warrants, missing persons/items, OFP's/DANCO's, and criminal history and background databases
- Performs other related duties as assigned or apparent.

Minimum Qualifications

High school diploma or general education degree (GED) required. Prior experience as a 911 Dispatcher or a 911 dispatch certification within the last five years is desirable, but not required. Current CJIS certification is also desirable. Must have the ability to focus and work productively with continual interruptions.

Must have clear speech, excellent verbal communication skills, ability to hear normal range of radio and speech, and ability to visually observe persons and conditions. Must have ability to work independently, maintain a calm and professional manner at all times, and have the ability to physically restrain inmates if necessary. Must be able to work rotating shifts, including days, nights, weekends, and holidays as assigned.

CJIS (Criminal Justice Information System) Certification issued by MN BCA required within 6 months of hire. Also, must pass a tuberculosis screening and receive Certificates of Training in CPR, First Aid, and AED within 6 months of hire.

Valid Minnesota driver's license required. Employment reference checks, a criminal background check, and pre-employment physical will be performed as part of the pre-employment process.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. County and departmental policies, procedures, and practices.
2. Federal, State, and local laws, rules, and regulations relevant to the work performed in this position.
3. Computer software including 911 and administration phones, mapping system, radio, Portals, CAD/PC Enfors & other law enforcement sites



Position Description

Skill in:

1. Computer and typing skills sufficient to complete 40 net words per minute without errors.
2. Reading, writing, and speaking English proficiently.
3. Multi-tasking.
4. Interpersonal communication skills.

Ability to:

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat others with respect, honesty, and consideration.
2. Manage time and workload effectively.
3. Maintain confidentiality.
4. Ability to prioritize emergency calls
5. Ability to remain calm in high stress situations
6. Ability to communicate effectively and efficiently
7. Ability to move from task to task quickly and efficiently with multiple distractions (i.e. jail doors, alarms, multiple phone calls, radios, etc.)

Language Skills

High Skills – Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Basic Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Skills

High Skills – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should be proficient at using the following software:

County Payroll Software/E-time, Webfusion, Microsoft Word, Microsoft Excel, Microsoft Outlook, Law Enforcement Software: Zuercher Suite CAD JMS RMS and Mobile, Instant Retrieval, Portals, DVS, Statewide Supervision, Recordkeeping Software: POR, Odyssey, ARMER Radio, Sentinel 911 & phone system, and multiple other sites, Internet, and other job-related software.

Ability to Travel

Occasional travel is required to attend trainings and meetings in and out of Aitkin County.



Position Description

Competencies

To perform the job successfully, an individual should consistently demonstrate the following competencies (definitions attached or available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, problem solving, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, leadership, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, and initiative.

Work Environment

The noise level in the work environment is usually moderate.

Equipment and Tools

Computer, telephone, radios, fax, copier, printer, calculator, shredder and other job-related tools and equipment, county-owned vehicles, and personal vehicle (requires proof of insurance on file).

Physical Activities/Requirements

Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry up to 50 pounds.

While performing the duties of this job, the employee performs medium work, exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Working safely is a condition of employment. Aitkin County is a drug-free workplace.

Disclaimer

The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Aitkin County reserves the right to amend and change responsibilities to meet organizational needs as necessary. This job description does not constitute an employment agreement between the employer and employee.

Reasonable Accommodation Notice

The 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 encourages both prospective and current employees to discuss potential accommodations with the employer.

07/6/2015

"Providing Quality Services and Efficient Resource Management for the Citizens and Guests of Aitkin County."

APPENDIX A: Wage Schedule

2014

	Minimum/A	B	C	D	E	F	G	H	I	J	K	L	M	N	Maximum/O
Grade 5	\$ 17.50	\$ 18.03	\$ 18.57	\$ 19.12	\$ 19.70	\$ 20.29	\$ 20.90	\$ 21.52	\$ 22.17	\$ 22.83	\$ 23.52	\$ 24.22	\$ 24.95	\$ 25.70	\$ 26.32
Grade 4	\$ 16.00	\$ 16.48	\$ 16.97	\$ 17.48	\$ 18.01	\$ 18.55	\$ 19.10	\$ 19.68	\$ 20.27	\$ 20.88	\$ 21.50	\$ 22.15	\$ 22.81	\$ 23.50	\$ 24.24

Effective January 1, 2014, employees shall be placed on the closest step that provides at least a 1% increase. In no event shall an employee's wage exceed the maximum of the wage schedule.

2015

	Minimum/A	B	C	D	E	F	G	H	I	J	K	L	M	N	Maximum/O
Grade 5	\$ 17.80	\$ 18.33	\$ 18.87	\$ 19.42	\$ 20.00	\$ 20.59	\$ 21.20	\$ 21.82	\$ 22.47	\$ 23.13	\$ 23.82	\$ 24.52	\$ 25.25	\$ 26.00	\$ 26.55
Grade 4	\$ 16.30	\$ 16.78	\$ 17.27	\$ 17.78	\$ 18.31	\$ 18.85	\$ 19.40	\$ 19.98	\$ 20.57	\$ 21.18	\$ 21.80	\$ 22.45	\$ 23.11	\$ 23.80	\$ 24.30

2016

	Minimum/A	B	C	D	E	F	G	H	I	J	K	L	M	N	Maximum/O
Grade 5	\$ 18.15	\$ 18.68	\$ 19.22	\$ 19.77	\$ 20.35	\$ 20.94	\$ 21.55	\$ 22.17	\$ 22.82	\$ 23.48	\$ 24.17	\$ 24.87	\$ 25.60	\$ 26.35	\$ 26.90
Grade 4	\$ 16.65	\$ 17.13	\$ 17.62	\$ 18.13	\$ 18.66	\$ 19.20	\$ 19.75	\$ 20.33	\$ 20.92	\$ 21.53	\$ 22.15	\$ 22.80	\$ 23.46	\$ 24.15	\$ 24.65

Grade 4: Correctional Officer, Dispatcher

Grade 5: Jail Sergeant