

GRANITE COUNTY
POSITION DESCRIPTION

June 8, 2021

POSITION: Full Time, Dispatcher / Detention Officer

DEPARTMENT: Sheriff's Office

ACCOUNTABLE TO: Sheriff/Undersheriff

SUMMARY OF WORK: Receives all incoming calls and 911 emergency calls, provides information and relays emergency calls to proper authority; logs all calls; assists with booking, welfare, and security of prisoners.

JOB CHARACTERISTICS:

Nature of work: Receives calls from the public concerning emergency and public safety situations. Enters pertinent information in the computer system and relays information to appropriate agencies and individuals. Maintains records and reports of all activities regarding calls and prisoners. Monitors and uses radio frequencies to inform and coordinate activities of emergency service agencies when appropriate. Receives training in Emergency Medical Dispatch, emergency service response policies and procedures, and operation of communications equipment.

This position performs moderately complex duties of receiving and relaying information in a timely manner that could have substantial consequences if done incorrectly. May work varying shifts. Job entails working under stressful circumstances. Hazards include body searches on prisoners (no cross gender or body cavity searches are done), and dealing with hostile people that may possess weapons.

Personal Contacts: Daily contact with the public, sheriff's officers, other dispatchers to coordinate duties, and prisoners.

Supervision Received: Daily supervision from the Sheriff and/or Undersheriff in person or by memo.

Essential Functions: Must be able to work on a 24-hour rotating work schedule and a 7-day a week rotating work schedule. Must be able to communicate effectively in the English language, orally and in writing, be able to hear spoken words clearly, relay messages quickly and accurately, answer multiple phone lines including TDD phone (communication device for the hearing impaired), accurately document calls, and visually inspect jail cells. --Other functions may include assisting with tours of the facility, and assisting with the training of new employees.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

--Dispatches 911 emergency calls to fires, medical emergencies, and other emergency services for 2 volunteer fire departments, 2 volunteer ambulance departments, and 2 Quick Response Units (QRU's). Communicates with all officers and emergency personnel through radio contact; logs all calls; monitors and logs air traffic. Answers radio calls for officers, state road department crews, and Montana Highway Patrol. Answers calls for Fish and Game and the Forest Service at all times of the year. Monitors alarm phone for Flint Creek Dam. Sends information via tele-type or FAX to other agencies.

--Monitors the CJIN computer at all times for criminal justice information; runs driver's license information and vehicle information for officers in the field. Conducts criminal history checks for officers. Processes all HITS (positive response for a wanted person/item query) that come in. Enters warrants for wanted persons and stolen property into computer (National Crime Information Center). Must certify every 2 years with CJIN and NCIC.

--As Detention Officer: Maintains the safety, welfare, security and health of prisoners; searches cells and body (no cross gender or cavity searches are done), carries out jail policies. Fills out booking slips and observes prisoner during booking process; completes a prisoner file; gives clothing, bedding and personal items to prisoners; sees that prescription drugs are dispensed, meals are provided, and takes care of prisoners' mail. Checks prisoners every ½ hour, every 15 minutes if high risk or suicidal.

--Greet the general public on the phone or in person; takes and logs complaints; fills out trip permits for livestock transport; receipts bail received; receives and records cash.

--Dispatcher may be responsible for all Criminal Reporting to the Attorney General's Office. Dispatcher may keep accounts of funding, totals, and billings to right funds.

--Performs janitorial services for the Sheriff's Office, including cleaning bathroom, kitchen, laundry area, dispatch area, vacuuming dispatch area and Sheriff's office, mopping floors, dusting, doing prisoner laundry, emptying trash, etc.

JOB REQUIREMENTS:

Knowledge: This position requires basic knowledge of laws and procedures for handling prisoners, knowledge of the geography of Granite County and the towns of Philipsburg and Drummond, including major highways, streets, etc., and knowledge of available emergency services and personnel. Requires knowledge of computer systems, including CJIN; and operation of office machines, knowledge of the TDD machine (communication device for the hearing impaired).

Skills: This position requires skill in: using a computer for report writing and data entry (accurately typing a min. of 40 wpm.); answering multiple phone lines, 7 total including four 911 lines and three direct lines; use of radio and telecommunications equipment; basic map reading.

Abilities: This position requires the ability to: learn dispatcher/detention officer practices and procedures; be organized; remain calm and react appropriately under stress; analyze situations quickly; perform more than one task at a time; hear well; establish and maintain effective working relationships with fellow employees, supervisors, and the public; maintain confidentiality; perform light cleaning duties; communicate in the English language both orally and in writing; follow verbal and written instructions.

JOB PERFORMANCE STANDARDS:

The above knowledge, skills and abilities are typically acquired through a combination of education and experience equivalent to:

- A High School diploma or GED.
- Must complete CJIN and NCIC Certification, equivalent to 58 hours training, within 6 months following the completion of job training. Must certify every 2 years; equivalent to 8 hours training.
- May be asked to complete Detention Officer Basic training course at the Montana Law Enforcement Academy after hire. Must meet certification upon completion.
- Must attend 911 communicator's school and meet certification upon completion.
- Experience with office machines preferred.
- Must possess a valid Montana driver's license.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to the following:

- Performs assigned duties.
- Demonstrates the ability to remain calm in stressful situations.
- Knows and follows procedure for booking prisoners.
- Sees to the health and welfare of prisoners in a timely manner.
- Follows dispatcher procedure and policies.
- Demonstrates ability to do several tasks at one time.

- Demonstrates telephone etiquette.
- Has ability to analyze situations and react quickly.
- Is competent in the use of the computer.
- Attends schools that pertain to position.
- Maintains confidentiality of sensitive information.
- Maintains accurate and timely records and logs.