



Red Lake County

Dispatcher

Job Title: Dispatcher
Revision Date: May, 2025
Last Classification Review:

Exempt Status: Non-Exempt
Department: Sheriff's Office
Reports To: Chief Deputy Sheriff

Job Summary:

Responsible to provide emergency and non-emergency dispatch center services for Red Lake County. Operates telephone and radio communication systems; dispatches law enforcement, ambulance and fire services; communicates with the general public; and performs record keeping and related work.

Supervisory Responsibilities:

Direct Supervision: None

Indirect Supervision: None

Duties and Responsibilities:

- Receives, classifies and prioritizes incoming calls and texts to 911; provides information, referrals and/or dispatches the appropriate response in a timely manner. Documents call and response.
- Monitors the progress of call responders to ensure safety.
- Provides communication support to deputies and law enforcement agencies including computer checks, hit confirmation, work related telephone calls, arranging tow trucks and support from other civilian agencies.
- Operates a variety of public safety communications equipment including 9-1-1 telephone equipment, computer aided dispatch and records keeping systems, and multi-channel radio system.
- Maintains contact with all units on assignment; maintains status and location of field units; monitors multiple radio frequencies; and relays emergency and non-emergency information to public safety personnel in the field.
- Provides geographical directions to responders; proficient in mapping reading and incident locations.
- Maintains knowledge of radio systems, FCC rules and regulations, Emergency Management and Public Alerting, eCodeRED and IPAWS alert systems, and paging system.
- Communicates disaster information and weather warnings to the appropriate personnel and agencies.
- Responds to general questions about State laws, rules and local ordinances.
- Utilizes State Computer System and maintains certifications for usage permissions.
- Runs driver's license checks, license plate checks, warrant searches and criminal history checks.
- Enters stolen property information and warrant information into State Computer System.
- Maintains vehicle logs and hourly employee logs.
- Transcribes witness and suspect interviews.
- Files reports.
- Performs office housekeeping.
- Provides secretarial duties for deputies.
- Sends faxes and performs scanning and emailing.
- Provides firearm permit applications to citizens.
- Maintains knowledge of policies, rules and regulations regarding duties.

Ancillary Duties and Responsibilities

- Attends meetings, trainings and workshops.
- Performs other duties as assigned or apparent.

While these are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with the County.



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Qualifications

Minimum Qualifications

High School Diploma or equivalent.

Desired Qualifications

Knowledge of law enforcement and public safety activities.

Licenses/Certifications: This position will require the acquisition and maintenance of the following additional certificates/licenses:

- BCA Certification

Conditions of Employment

- Must possess a valid driver's license and be able to drive in the state of Minnesota.
- Must successfully complete a background check.
- Obtain and maintain certifications and licensures.
- Ability to work extended, evening and weekend hours as needed.
- Must comply with organizational and departmental policies.
- Performs physical/mental demands of the work environment requirements for this position.
- Attendance during regularly scheduled work hours, and outside regular hours, as necessary.
- Effective and respectful communication and interactions with other employees, supervisors, individuals from other organizations, and citizen customers.
- Must comply with data practices policies and standards relative to not public data. Any access to not public data should be strictly limited to accessing the data that are necessary to fulfill the employment responsibility. While data are being accessed, incumbent should take reasonable measures to ensure the not public data are not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished the not public data must be properly stored according to county policies and the Minnesota Statutes.

Knowledge, Skills and Abilities:

- Working knowledge of law enforcement practices and terminology.
- Ability to interpret a variety of instructions furnished in written, oral, or schedule forms.
- Working knowledge of computers and relevant software.
- Ability to handle critical situations in a calm manner.
- Ability to maintain effective public relations and communicate with hostile, injured or impaired persons.
- Ability to use independent judgment and react quickly in emergency situations.
- Significant ability to multi-task.
- Ability to handle confidential information and follow data practices requirements.
- Ability to handle a variety of tasks under moderate supervision within standard operating procedures.
- Ability to perform work involving complex and significant variables requiring analytical ability and inductive thinking.

Physical and Mental Requirements: Work is light duty and sedentary with ability to lift, carry or push up to 10 pounds.

***The physical demands described here are representative to those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.*

Working Conditions: Work is performed in an office setting. Headaches, eyestrain, and other related occupational hazards reflect the most common potential for injury.

This institution is an equal opportunity provider and employer



Red Lake County

Accountabilities Shared by All Employees

1. Performs job responsibilities in a manner consistent with the County's vision, mission and values.
2. Implicit in the employer-employee relationship is the right of Red Lake County to rely upon the presence of the employee during assigned hours of work and the obligation of the employee for timely and regular attendance.
3. Develops and maintains a thorough working knowledge of all department and County-wide policies, protocols and procedures that apply to the performance of this position.
4. Develops respectful and cooperative working relationships with co-workers.
5. Informs immediate supervisor of all important matters pertaining to assigned job responsibilities.
6. Seeks opportunities for further personal growth and development
7. Represents the County in a professional manner to all internal and external contacts when doing the County's business.
8. Complies with all rules and policies in order to maintain a safe work environment.