



LAKE OF THE WOODS COUNTY POSITION DESCRIPTION

DATE: February, 2019

JOB TITLE: E911 Dispatcher/Corrections Officer

DEPARTMENT: Sheriff's Office

JOB GRADE: 10

FLSA: Non-Exempt (Non Union)

REPORTS TO: Chief Deputy Sheriff

SUPERVISES: Part-Time Dispatchers/Inmates

GENERAL DUTIES:

Under general supervision, Dispatcher receives incoming calls and complaints and dispatches city and county units. Coordinates Law Enforcement, EMS Services and Fire Department Personnel in the field under emergency conditions. Corrections Officer will maintain security of jail facility and inmates in accordance with Department of Corrections (DOC) and departmental rules and regulations.

MINIMUM QUALIFICATIONS:

- The job requires a high school diploma and one year of work requiring public contact, communications, customer service, or equivalent.
- Must be able to attain CJIS Terminal Operator Certification; must become certified in First Aid & CPR and obtain Distribution of Medication Certification.
- Upon hire, will obtain 40 hours of orientation and training in DOC policies and Lake of the Woods County Jail Procedure.

PREFERRED QUALIFICATIONS:

- Specialized training or previous work in law enforcement.

ESSENTIAL FUNCTIONS:

- **E911 DISPATCHER:**
 - ✓ Must be able to multi-task under high stress situations.
 - ✓ Maintains security, key and door control throughout the entire facility by use of intercoms and cameras, determines who enters the facility.
 - ✓ Receives incoming calls by radio and telephone and dispatches proper units and personnel to the desired locations, coordinates back up personnel as needed.
 - ✓ Receives incoming emergency calls (911) and dispatches appropriate units and personnel.
 - ✓ Maintains awareness of all deputies on duty throughout the county.
 - ✓ Maintains radio logs and prepares Initial Complaint Report (ICR) forms on all complaint calls received during their shift.
 - ✓ Checks criminal history records and warrant checks for deputies and other agencies.
 - ✓ Runs driver's license and motor vehicle registration checks for all deputies in the county and other appropriate agencies or individuals.
 - ✓ Monitors all alarms within the facility, the Government Center, Government Center North and the Public Works building. Monitors video equipment within the facility.
 - ✓ Tests and activates when necessary emergency communication systems.
 - ✓ Uses the National Crime Information Center's Portal to communicate with other Criminal Justice Agencies and enter information such as warrants, missing persons, incidents and arrests and stolen property information.
 - ✓ Greets the public coming to the office. Obtains complaint information and explains office procedures.
 - ✓ Informs relief at shift change of all on-going and pending situations.
 - ✓ Assists other agencies including but not limited to State, Federal, Canadian, Social Services and Courts.
 - ✓ Receipts payments for bail, impound fees, Huber payments, and other miscellaneous monies.

- **CORRECTIONS OFFICER:**
 - ✓ Maintains an orderly and secure jail and ensures compliance by inmates with established DOC and Departmental rules and regulations.
 - ✓ Processes incoming prisoners. This includes but is not limited to entering person and offense information into local and state record management systems; issuing clothing, linens and personal hygiene items; and fingerprinting and photographing inmates.
 - ✓ Performs well-being checks on inmates each half hour according to DOC regulations.
 - ✓ Maintains inmate activity log.
 - ✓ Prepares meals for inmates daily as required, logging meal numbers and menu according to DOC regulations. Performs general housekeeping tasks in the jail kitchen.
 - ✓ Dispenses medicines as instructed and authorized to inmates. Performs emergency first aid or CPR to inmates as needed and makes arrangements for treatment by a medical professional.
 - ✓ Supervises and manages all inmate activities such as Huber and STS releases, releases for counseling appointments, visitation and inmate helper activities.
 - ✓ Searches and controls all property brought into the jail.
 - ✓ Completes required continuing education as necessary.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Notifies LW County Maintenance Department or LW County IT Department of any malfunctioning systems or maintenance needed within the facility.
- Maintains a productive and cooperative working relationship with all.
- May perform reasonably similar or related duties as assigned.

PHYSICAL AND MENTAL REQUIREMENTS:

The job requires strong communications ability; proficiency with a computer; ability to remain calm under pressure; ability to hear background calls or signals while otherwise engaged, ability to think quickly and apply training to emergency situations. A high level of awareness of multiple simultaneous activities is required.

Incumbent must be able to lift a minimum of 40 pounds intermittently (equivalent to a box of computer paper). Local and regional travel for trainings is required.

Work may include exposure to dangerous or disagreeable inmate behavioral issues that includes aggressive behavior, abusive language, intimidation attempts, spitting or similar behavior.

SAFETY DUTIES:

- Cooperates with the County's Safety Program
- Conducts work habits in a manner that ensures the safety of all employees
- Responsible for behavior that is consistent with OSHA regulations, the County policies, departmental safety rules and office policies. Attends all required safety training sessions.