



Marshall County 911 Communications

Deb Skonberg, 911 Coordinator

911 Vander Horck
PO Box 9
Britton, SD 57430

Phone: 605-448-5181

Fax: 605-448-5927

Email: mc911@venturecomm.net



Marshall County 911/EMD Job Description

Position Title: 911 Dispatcher

Reports to: 911 Head Dispatcher/Coordinator

Position Summary: This position serves as the first line of communication in any emergency. Their responsibilities range from taking phone calls (administrative and emergency) to dispatching for law enforcement, fire, and ambulance.

Primary Functions:

- ^ Use a computer-aided dispatch system to receive emergency calls from the public requesting police, fire, medical, or other emergency services.
- ^ Determine the nature and location of the emergency, determine the priorities, and dispatch police, fire, ambulance, or other emergency units as necessary and in accordance with established procedures.
- ^ Receive and process 911 emergency calls.
- ^ Maintain contact with all units on assignment, maintain status and location of police, fire, and ambulance units.
- ^ Monitor direct emergency alarms and answer non-emergency calls for assistance.
- ^ Enter, update and retrieve information from a variety of computer systems.
- ^ Receive requests for information regarding vehicle registration, driving records, warrants and provides pertinent data.
- ^ Monitors several complex radio frequencies.
- ^ Operates a variety of communications equipment, including radio consoles, telephones, and computer systems.



Marshall County 911 Communications

Deb Skonberg, 911 Coordinator

911 Vander Horck
PO Box 9
Britton, SD 57430

Phone: 605-448-5181

Fax: 605-448-5927

Email: mc911@venturecomm.net



- ^ Receives and records emergency and routine business calls.
- ^ Dispatches city emergency forces and/or other resource agencies, in accordance with prescribed procedures, often requiring immediate independent judgement.
- ^ Operates CAD equipment.
- ^ Monitors and operates silent alarm panel and notifies responsible parties.
- ^ Conducts inquiries on individuals using the automated wants and warrants system.
- ^ Provides the public with basic instructions to safeguard persons in hazardous conditions prior to arrival of trained police, fire, or ambulance personnel.
- ^ Performs routine clerical work as is required and other related duties that are assigned.

Typical Tasks:

- ^ Operates base radio console equipment, transmitting and receiving routine and emergency messages.
- ^ Receives emergency and routine requests for service from the public via 911, alternate emergency lines, and administrative lines.
- ^ Dispatches appropriate emergency vehicles, equipment and personnel in response to those requests, in accordance with established policies and procedures.
- ^ Coordinates emergency operations between various departmental personnel and equipment.
- ^ Operates data terminals for information pertaining to daily public safety operations, and general emergency services.



Marshall County 911 Communications

Deb Skonberg, 911 Coordinator

911 Vander Horck
PO Box 9
Britton, SD 57430

Phone: 605-448-5181

Fax: 605-448-5927

Email: mc911@venturecomm.net



- ^ Maintains logs, files, and computer information in the prescribed manner.

- ^ Updates computer files, performs clerical functions as needed and performs other related duties as assigned.

Skills and Abilities Knowledge of:

- ^ General public safety radio and telephone communications systems.
- ^ Police and fire emergency procedures.
- ^ Primary roads, streets, highways, major buildings, and public facilities within the County's boundaries.
- ^ Reading and interpreting maps and maintaining accurate records.

Other Responsibilities:

- ^ Read, write, spell, and speak in clear, concise English.
- ^ Learn correct telephone answering techniques, policies and procedures.
- ^ Operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines.
- ^ Analyze situations quickly and accurately, while taking effective action to assure public safety providers and citizen safety.
- ^ Follow verbal and written instructions.
- ^ Communicate clearly and distinctly using radio and telephone equipment.
- ^ Maintain composure and work accurately in emergency situations.
- ^ Work in a team-based environment and achieve common goals.



Marshall County 911 Communications

Deb Skonberg, 911 Coordinator

911 Vander Horck
PO Box 9
Britton, SD 57430

Phone: 605-448-5181

Fax: 605-448-5927

Email: mc911@venturecomm.net



- ^ Establish and maintain tactful, courteous, and effective working relationships with those contacted in the course of work, including the general public.
- ^ Accurately enter information into the CAD system while simultaneously receiving information by phone or radio.
- ^ Retrieve data from CAD terminal or other keyboard devices, maintain appropriate documentation of previous events, details, and conversations.
- ^ Work in a highly structured environment where all communications are recorded or documented and reviewed as public record.
- ^ Handle multiple priorities and organize workload.
- ^ Extract information or data from other computer systems.
- ^ Distinguish and comprehend simultaneous communications from several sources.
- ^ Work continuously or uninterrupted as required, standing or sitting for extended periods of time.
- ^ Perform with a high standard of customer service, professional conduct, and civil responsibility.
- ^ Use emergency medical questioning techniques and provide medical instructions via telephone when required. All Marshall County dispatchers are EMD certified.

Qualifications:

- ^ Must be 18 years of age.
- ^ Have knowledge and experience with emergency dispatch operations.
- ^ Demonstrate an ability to act in a calm, composed manner while handling multiple emergency situations.



Marshall County 911 Communications

Deb Skonberg, 911 Coordinator

911 Vander Horck
PO Box 9
Britton, SD 57430

Phone: 605-448-5181

Fax: 605-448-5927

Email: mc911@venturecomm.net



- ^ Have knowledge of and the ability to use radio and telecommunications equipment.
- ^ Must be able to meet certain requirements to be NIMS complaint (100, 200 300, 400, and 700) by the Department of Homeland Security.
- ^ Must be able to meet certain requirements for EMD certification which include, but not limited to: completion of a standards-approved EMD training course, CPR certification, knowledge of emergency medical terminology, and compliance to national standards protocol.
- ^ Current certification or the ability to successfully obtain NCIC computer systems certification, experience with a CAD based software system-Zuercher preferred.
- ^ Ability to meet all department hiring and retention requirements through background and criminal history checks, drug and hearing screenings.
- ^ Be a US Citizen.