ONEIDA TRIBE OF INDIANS OF WISCONSIN

Human Resources Department

JOB DESCRIPTION

APPLY IN PERSON AT:
Human Resource Department
909 Packerland Drive
Green Bay, WI 54303

OR MAIL TO:
Human Resource Department
P.O. Box 365
Oneida, WI 54155-0365

Phone: (920) 496-7900
Fax: (920) 496-7490
Job Line: 1-800-236-7050

APPLY ONLINE AT:
http://oneida-nsn.gov

FIRST POSTING OPEN TO ENROLLED TRIBAL MEMBERS

POSITION TITLE:	Dispatcher
POSITION NUMBER:	00757
DEPARTMENT:	Oneida Police Department (OPD)
LOCATION:	2783 Freedom Rd, Oneida WI
DIVISION:	Non-Divisional
RESPONSIBLE TO:	Dispatcher Supervisor
SALARY:	NE11 $16.14/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
	(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION:	Non-Exempt
POSTING DATE:	May 23, 2016
CLOSING DATE:	May 30, 2016
Transfer Deadline:	May 30, 2016
Proposed Start Date:	As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Tribe of Indians of Wisconsin does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

POSITION SUMMARY

Under direct supervision of the Dispatcher Supervisor, receive emergency and non-emergency calls for service from the public, patrol officers and surrounding police/government agencies. Enter accurate and complete data into the CAD (Computer Aided Dispatch) system and broadcast the information to the police patrol units and/or appropriate public safety agencies. Maintain and enter accurate and complete information into the departments RMS (Record Management System). Utilize the AS400 (Oneida tribal plate system) to query vehicle registration/owner information. This position works shifts including nights, weekends, and holidays as assigned by the Dispatcher Supervisor. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Answer and route emergency and non emergency calls for service received via telephone, radio, Brown County CAD, citizen walk-in, fax or teletype and gather accurate and complete information regarding the call for service.
2. Enter complete and accurate information into the OPD CAD system and broadcast the information to police patrol units to investigate. Relay accurate/complete information to/from police patrol units and surrounding police/government agencies.
3. Query information received from patrol officers or surrounding police/government agencies utilizing the TIME (Transaction Information for Management Enforcement) System for status/wants/warrants and relay accurate/complete information.
4. Contact Police Officers to verify assignments/locations and officer's safety as required.
5. Enter warrants, runaway/missing persons, and stolen vehicle/guns/plates/articles into the TIME system as required and ensure data entered is complete and accurate. Communicate with other law enforcement agencies to confirm warrants/wants on same.
6. Collect, analyze and prioritize information received from the public, police patrol units and surrounding police/government agencies. Route information to appropriate police personnel or agency.

DUTIES AND RESPONSIBILITIES: (Cont.)

7. Enter police incident reports, traffic/ordinance citations, citation dispositions, warnings and bicycle registrations into the Visionair RMS (Record Management System). Ensure the information is entered timely, accurate and complete.
8. Provide statistical information when requested.
9. Enter and retrieve accurate/complete computerized criminal justice records using the TIME System, Wisconsin Criminal Justice Information System, Wisconsin Criminal Information Bureau, National Crime Information Center, Department of Transportation, WILENET (Wisconsin Law Enforcement Network) and other related law enforcement computer programs.
10. Route, transmit and interpret teletype messages received via the TIME system.
11. Coordinate all police, fire, ambulance and other emergency requests for service; relays accurate/complete information to police patrol units or surrounding public service agencies.
12. Transmit and receive messages between OPD, the Oneida Tribe and other law enforcement agencies as needed.
13. Enter officer's daily patrol activities and maintain daily resume. Update and copy police reports/forms when required.
14. Monitor cameras and maintain security of OPD; report any malfunctions to supervisor for repairs.
15. Utilize and operate a two-way radio communication system, multiple telephone lines, digital audio recording system, PC, fax, scanner and copier.
16. Maintain and ensure that all computer, radio and telephone equipment is operational and functional; report malfunctions to supervisor for repairs.
17. Assist with administrative duties as needed; route phone messages, respond to requests from other Tribal employees and the public. Maintain the schedule for the community room and provide routine information as needed.
18. Monitor juvenile records and information; act as a liaison with agencies and ensure they receive pertinent information.
19. Transcribe audio recordings for submission to the District Attorney and juvenile authorities when requested.
20. Contribute to a team effort and accomplish related results as required.
21. Practice excellent customer service skills at all times to include, but not limited to, addressing citizen and departmental employees in a courteous and timely manner.
22. Adhere to all Tribal Personnel Policies and Procedures, Tribal and Department Standard Operating Procedures and the Area and Program Strategic Plans and Policies.
23. Maintains strict department security, confidentiality and quality to meet professional standards of the department.
24. Exercise good judgment when making decisions in both emergency and non-emergency situations.
25. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on the organizational needs and/or as deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit; use hands to handle, or feel; reach with hands and arms.
2. Occasionally stand, walk, lift and/or move up to twenty five (25) pounds.
3. Work is performed indoors with a moderate noise level frequent interaction with the public and Public Safety employees.
4. Must be able to hear and distinguish sounds at various frequencies and volumes.
5. Must be able to work extended hours and various work schedules, including evenings, weekends, and holidays.
6. Able to distinguish people or objects at various distances under a variety of light conditions.
7. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty days (30) of employment and annually thereafter.

STANDARD QUALIFICATIONS:

1. Knowledge of the principles and practices of police telecommunications.
2. Knowledge of or the ability to learn the area geography and awareness of community events.
3. Knowledge of and the ability to utilize a computer, required software, and telecommunications equipment.
4. Knowledge of state, criminal, and traffic laws.
5. Skill in problem solving and time management.
6. Ability to obtain information from distraught callers.
7. Ability to maintain emotional stability in stressful situations.
8. Ability to enter computer data rapidly and accurately.
9. Ability to communicate effectively and precisely in the English language, both verbally and in writing.
10. Ability to establish and maintain effective working relationship with the public, departmental staff and other law enforcement agencies
11. Ability to make intelligent decisions in routine and emergency situations and handle the psychological stresses of work.
12. Ability to work as a team member in a structured work environment.
13. Ability to multi-task and meet deadlines.

STANDARD QUALIFICATIONS: (Cont.)

14. Ability to obtain and maintain State certification for the TIME system.
15. Ability to obtain Basic Telecommunications certification.
16. Ability to obtain and maintain CPR certification.
17. Ability to work independently with little or no supervision.
18. Ability to obtain additional education and/or training.
19. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
20. Must pass pre-employment drug screening and must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
21. Must pass a background security check with the Oneida Tribe in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Tribe Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Tribe's Gaming Division.
22. A valid driver's license, reliable transportation, and insurance. Must obtain a Wisconsin driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal vehicle under the Oneida Tribe's Vehicle Driver's Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

PREFERRED QUALIFICATIONS:

Applicants please clearly state on the application/resume if you meet these qualifications.

1. Prior Dispatching experience or Law Enforcement knowledge/experience.
2. Knowledge of the Wisconsin TIME system.
3. Knowledge of the Computer Aided Dispatch (CAD) system.
4. Knowledge of Records Management System (RMS).

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. High School Diploma, HSED Diploma or GED Certification; applicants age 50 and older are exempt from this requirement.
2. Prior experience in Police Dispatching, Criminal Justice or Law Enforcement; an equivalent combination of education and experience may be considered.
3. Must be able to pass a CRITICALL Skills test. **(Administered by the Human Resource Department.)**
4. No misdemeanor or felony criminal convictions. Must pass background check prior to and during the course of employment with the Oneida Police Department to maintain State Employment Eligibility Requirements and/or Tribal State Compact and/or the Tribal Gaming Ordinance as they pertain to the position and the location of the department.
    - 4.1 A person whose prior activities, criminal record if any, or reputation, habits, and associations pose a threat to the public interest or to the effective regulation of confidential information or enhance the dangers of unsuitable, unfair, or illegal practices, methods, or activities in the business of the Oneida Police Department.

ITEMS TO BE SUBMITTED TO COMPLETE AN APPLICATION:

1. **Must provide a copy of diploma, license, degree or certification upon employment.**