Dispatch Personnel

Emergency Services Supervisor

There are three emergency services supervisors which are responsible for supervising the 9-1-1 emergency center on a daily basis. Duties include, but are not limited to:

- Monitors the manner in which dispatchers are receiving and handling calls for service to ensure proper procedures are being followed;
- Prepares various records and reports in order to properly document activities on the 9-1-1 center;
- Provides information to law enforcement personnel by accessing computerized information regarding criminal histories, active warrants, vehicle registrations, driver's license status and similar information;
- Trains and cross-trains dispatchers in order to expand work skills and improve the center;
- Speaks before various groups on the available services of the 9-1-1 center;
- Must have at least four years as a dispatcher to be eligible for an open supervisor's position;
- Must successfully complete the Montana Law Enforcement Academy Dispatch School and also obtain CJIN/NCIC certification.

Emergency Services Dispatcher

The department has seventeen civilian employees that work in the emergency 9-1-1 center as emergency services dispatchers. They are primarily responsible for dispatching police, fire, medical, and sheriff's department personnel as needed for calls for service. Dispatchers rotate shifts every two months and work one of three shifts: Duties include, but are not limited to:

- Monitor and dispatch units to respond for calls for service involving life threatening or other emergency situations;
- Prepares various records and reports in order to document all shift activities;
- Provides information to law enforcement personnel by accessing computerized information regarding criminal histories, active warrants, vehicle registration checks, driver license checks, and other requested information;
- Speaks before various groups regarding the 9-1-1 emergency center;
- Must complete the Montana Law Enforcement Academy Dispatch School and also obtain a CJIN/NCIC Certification.

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