



POSITION DESCRIPTION

Position:	Emergency Dispatcher / Detention Officer	Department:	Sheriff's Office
Pay Grade:	10	FLSA Status:	Non-Exempt
Direct Supervisor:	Jail Administrator	Publish Date:	August 2025

Purpose of Position:

This position serves a dual role within the Buffalo County Sheriff's Office by performing duties as both an Emergency Dispatcher and a Detention Deputy. The purpose of this position is to ensure public safety and institutional security through two primary functions – Emergency Dispatcher and Detention Deputy. As an Emergency Dispatcher, the position is responsible for coordinating and communicating emergency services—including Law Enforcement, Fire, and EMS—using specialized systems and protocols to support timely, effective response across Buffalo County. As a Detention Deputy, the position is responsible for maintaining the safety, security, and orderly operation of the Buffalo County Jail by overseeing inmate welfare, enforcing jail regulations, and supporting daily correctional procedures.

Essential Duties and Responsibilities:

The following duties are typical for this position. To perform this job successfully, an individual must be able to perform each duty satisfactorily and in a timely manner. These are not to be construed as exclusive or all inclusive. Other duties may be required or assigned.

Emergency Dispatcher

- Promptly answers 911 and non-emergency calls, determines call priority, and provides pre-arrival medical instructions (e.g., CPR, choking, childbirth).
- Dispatches law enforcement, fire, and EMS units using CAD; monitors multiple radio channels and tracks unit locations in real time.
- Uses GIS, RapidSOS, and databases (NCIC, CJIS, NLETS) to locate callers and retrieve or enter critical information.
- Serves as a communication link between field units, hospitals, supervisors, and support agencies; coordinates multi-agency responses during major incidents.
- Logs all calls and radio traffic in CAD; ensures confidentiality in compliance with HIPAA, CJIS, and agency policies.
- Tests emergency alert systems and maintains equipment readiness; attends ongoing training to retain certifications.

Detention Officer

- Processes inmate bookings and releases, including searches, fingerprinting, intake screenings, and property management.
- Monitors inmate housing through direct supervision and video surveillance; conducts inmate counts, safety checks, and responds to emergencies.
- Supervises inmate routines (meals, recreation, hygiene, visitation); escorts inmates to court, appointments, and other approved locations.
- Maintains accurate records of incidents, discipline, and inmate movement using the Jail Management System (JMS).
- Coordinates with courts and law enforcement on inmate transfers, holds, and legal paperwork; secures inmate property and evidence.
- Responds to medical and mental health needs; administers basic first aid or CPR as needed; participates in drills and training.
- Upholds inmate rights and ensures compliance with jail standards, policies, and legal guidelines; always maintains professionalism and confidentiality.

Minimum Qualifications and Required Competencies Required to Perform Essential Duties:

- High School Diploma or equivalent; additional coursework or experience in corrections, criminal justice, telecommunications, or computer systems is helpful but not required.
- Valid driver's license required.
- Jail Officer certification through Wisconsin Law Enforcement Standards Board within one year of hire.
- Completion of Basic and Advanced TIME System certification within six months of hire, with ongoing recertifications.
- Ability to understand and follow County, State, and Federal regulations; maintain confidentiality; and refer the public to appropriate agencies.
- Ability to manage inmate finances, belongings, and commissary accounts.
- Ability to supervise inmates fairly and maintain calm judgment in emergencies.
- Strong communication skills to interact professionally with the public, law enforcement, courts, emergency services, and other agencies.
- Ability to problem-solve independently or collaboratively on issues like conflict resolution, inmate placement, and release decisions.
- Ability to multitask, prioritize, and respond quickly to medical and stressful situations.

Physical Demands:

The physical demands described herein are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Individuals must have 20/20 vision, correctable with glasses or contacts, to read various computer screens and printed materials, and adequate hearing to perceive incoming telephone and radio communications. Employees must coordinate eyes, hands, feet, and limbs to perform moderately skilled movements and exert moderate physical effort involving stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, or pulling objects up to 20 pounds. The position also requires the ability to recognize and differentiate between shapes, sounds, and other job-related materials, sustain prolonged visual and mental concentration, and communicate effectively both orally and in writing. Additionally, employees must be able to use a self-contained breathing apparatus (SCBA) during emergency situations.

Work Environment:

Work is performed under generally safe and comfortable conditions, primarily involving the operation of standard office equipment such as computers, telephones, fax machines, calculators, photocopiers, and recording devices—some of which may require rapid or complex adjustments. The position may involve exposure to environmental factors such as hazardous materials, which could cause discomfort. There is also potential exposure to communicable diseases or physical injury due to the health status of inmates and the need to maintain safety and security within the jail environment.

Nothing in this position description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

Employee Acknowledgement:

I have received, reviewed, and fully understand this position description. I further understand that I am responsible for the satisfactory execution of the essential duties and responsibilities as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary, and this document superseded all prior descriptions. I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my position description, from time to time. I understand that this does not constitute an employment agreement.

Employee Printed Name

Employee Signature

Date

Home Committee Approval:

HR Committee Approval: