



ISABELLA COUNTY, MICHIGAN

Position	Dispatcher	FLSA Status	Non-Exempt
Department	Central Dispatch	Pay Grade	Dispatcher

GENERAL SUMMARY

Serves as the communities' support system, available 24 hours a day 7 days a week that works to those in need. Gathers prudent information to organize and dispatch the correct fire, rescue, ambulance or police agency.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Receives calls for emergency police, fire and ambulance services, collects necessary information on location, nature of incident and status, information on suspects, weapons and other information. Determines the priority of the call, which agency should respond and whether the call requires more than one police unit.
- Operates radio equipment to dispatch appropriate unit(s) by priority and availability, utilizing familiarity with several radio frequencies. Communicates with field units using the appropriate terminology.
- Keeps callers on the phone as appropriate to provide status information on the incident, provide pre-arrival instructions on medical situations prior to the arrival of emergency medical personnel, or otherwise assist in an emergency situation.
- Monitors and logs the movement of all officers and maintains continual awareness of their location. Maintains logs of all calls.
- Assists departmental and other law enforcement personnel by making telephone calls to obtain information and call utility companies, wreckers and other support services.
- Operates a LEIN computer terminal to obtain information on subjects, vehicles and other information and relay to officers in the field. Determines what information can be provided to the general public.
- Answers non-emergency telephone lines and responds to inquiries, directs calls and takes messages.
- Operates a Computer Aided Dispatch system.
- Performs searches for information requested, assembles accurate and cohesive information/reports for all customers, including police, fire, emergency medical services, administration and general public.

- Performs clerical support tasks as assigned, including the typing, filing and completing documents.
- Performs other duties as assigned.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- High School diploma or equivalent.
- Some experience operating a multiline telephone system concurrently with multi-frequency radios.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities.

OTHER JOB REQUIREMENTS

- None.

PREFERRED QUALIFICATIONS

- Emergency Medical Dispatching Certification.
- Cardiopulmonary Resuscitation Certification.
- Law Enforcement Identification Network Certification.
- 40 hour Basic Telecommunicator Certification.
- 40 hour Advanced Telecommunicator Certification.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- The location of city and county roads, streets and limits, hospitals, schools, major public and private buildings, housing areas, road and street construction, detours and other information that may impact emergency vehicle routing.
- Modern office equipment, procedures and applicable software packages.
- LEIN system.
- Multi-line telephone system integrated with both non-emergency and emergency lines.
- Communications policies, principles, procedures and related local, state and federal rules and regulations.
- Sentinel 9-1-1 system.
- Multi-frequency radio console.
- Freedom of Information Act.
- Jurisdictional boundaries.

Skill in:

- Operating radio, telephone and other telecommunications equipment.
- Establishing and maintaining effective working relationships.
- Written and verbal communication.
- Entering and retrieving information from a computer terminal.
- Maintaining composure and obtaining correct information, such as the presence of weapons or alcohol, and relaying to responding units during high stress calls.
- Customer service.
- Organization, prioritization and time management.
- Following written and verbal instruction.
- Troubleshooting communications equipment.
- Maintaining confidentiality.

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment	X		
Shop environment	X		
Detention center or correctional facility	X		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are unpleasant or unhappy			X
Individuals with known violent backgrounds			X
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		

Infectious waste	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Moving mechanical parts	X		
Risk of electrical shock	X		
Vibration	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises (<i>85+ decibels</i>)	X		

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position is generally *sedentary*. Employees sit most of the time, but may walk or stand for brief periods of time.

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