



## **JOB POSTING:** **FULL-TIME EMERGENCY 911 TELECOMMUNICATOR** **-CLARE COUNTY CENTRAL DISPATCH**

Applications are now being accepted by Clare County Central Dispatch to fill a full-time position within the dispatch center as an Emergency 911 Telecommunicator.

- This position requires staff to work weekends and holidays for 24/7 shift coverage
- Telecommunicators work (6) 12 hour shifts and (1) 8 hour shift every two weeks with the possibility of voluntary or mandated overtime per union contract.
- Applicants must be 18 years of age with a high school diploma or equivalent. Applicants must also pass a background check with fingerprint screening, a drug screen and pre-employment health examination.
- Applicant must have high moral and ethical standards, excellent communication, listening and voice skills and the ability to deal with stressful conditions.
- Starting pay is \$13.93, topping out at \$18.15 after 4 years. \*The starting rate of pay may be negotiable with prior dispatching experience.
- Application packets consisting of the Clare County Sheriff Department employment application, resume and cover letter, must be submitted to the Sheriff Dept with attention to: Clare County Central Dispatch. They may also be sent via email to [employment@claresheriff.org](mailto:employment@claresheriff.org)

The application and complete job description are posted at the website address: [www.claresheriff.org/node/16](http://www.claresheriff.org/node/16) and are also available for pickup at the Clare County Sheriff's Office, 255 W. Main St. Harrison, MI 48625. Any questions regarding the application process can be directed to the 911 Director, Marlana Terrian, email [terrianm@clareco.net](mailto:terrianm@clareco.net) or call (989) 539-7166 ext. 4226.

Please see full job description on next page.

# Clare County Central Dispatch – 911 Dispatcher

## **Dispatcher Job Description**

Under the general supervision of the Director or Dispatch Supervisor, performs all duties of a dispatcher

## **Essential Duties and Responsibilities**

1. Uses a computer-aided dispatch system
2. Receives emergency calls from the public requesting police, fire, medical or other emergency services. Knowledge of pertinent equipment, policies and procedures
3. Determines the nature and location of the emergency; determines priorities, and dispatch police, fire ambulance or other emergency units as necessary and in accordance with established procedures.
4. Receives and processes 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police and fire units. Answers non-emergency calls for assistance.
5. Enters, updates and retrieves information from a variety of computer systems. Receives requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data.
6. Monitors several complex public safety radio frequencies. Ability to operate a variety of communications equipment, including radio consoles, telephones and computer systems.
7. Has knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
8. Knowledge of transmission, broadcasting, switching, control, and operation of tele-communications systems.
9. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Has knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
10. Must successfully complete the in-house training program and complete the trainings required by the State of Michigan. (Current mandate by SOM: 40 hour beginning dispatch school, 40 hour advanced dispatching school as well as 24 hours of continuing education every two years.

## **Incidental Duties and Responsibilities**

May attend training or seminars as specified by the Director or Dispatch Supervisor.

## **Reporting Relationships**

Reports to the Director or Dispatch Supervisor

## **Working Conditions/Environment**

Works in secure dispatch Center with stress from crisis situations and constant flow of emergency calls and dispatches.

### **Qualifications**

Education: High school graduation or equivalent.

### **Knowledge, Skills and Ability Requirements**

Oral and written communications skills including the ability to understand, follow and relay concisely complex instructions. Ability to remain calm in emergency situations and handle crises in professional manner. Ability to use tact and diplomacy and understand people from all social, economic and cultural backgrounds. Willingness to work variety of shifts, weekends, holidays and overtime. Must possess a valid driver's license (without restrictions) and good driving record. Ability to work independently and as part of a team. Must pass extensive background check. Must not have any crimes on record that is punishable by more than one year.

### **Physical/Mental Requirements**

Ability to function in stressful working environment. Clear speaking voice. Visual acuity to read, proofread, fill in forms and use CAD. Hearing acuity to listen and communicate in person and on the telephone. Manual dexterity to use alphanumeric keyboard. Ability to handle stress. Mental capacity to analyze data, use logic, exercise sound judgment, and make sound decisions. Physical ability to work in an office setting for extended hours. Physical exertion may be required to bend, twist, reach, kneel and sit for prolonged periods of time in the work space. Also, subject to 24-hour on call for emergencies. Work prolonged hours without breaks when needed. Skill in the use of communications and computerized equipment. Ability to keep confidentiality of business conducted at the Center. Ability to maintain effective professional working relationships with other employees, agencies, and the general public. Must pass drug screen test.

\*\*\*Listed qualifications are for guidance in filling this position. Any combination of education and experience that provides the necessary knowledge, skills, and abilities will be considered\*\*\*