

9-1-1
Police
Fire / EMS

Benzie County Central Dispatch

505 S. Michigan Ave Beulah MI 49617
Non-emergency 231-882-4487



EMERGENCY COMMUNICATIONS SPECIALIST

Job Description

General Information:

Benzie County Central Dispatch is the public safety answering point for emergency and non-emergency telephone calls and public safety dispatching operations. The dispatch center is a 24-hour operation serving law enforcement, fire services and emergency medical services. The dispatch center also serves as an after normal business hours answering point for various county departments and agencies. The employee works as a team member to meet the operational objectives. A new employee is on probation for 2080 hours of continuous employment.

Training:

- Training is provided in several specific phases.
- The trainee must meet a satisfactory performance level in each phase of training to continue to the next phase of training.
- Training is received while scheduled to rotate to all three shifts.
- A Communications Training Officer (CTO) provides the training and documents the trainees' performance level.
- Additional training may be scheduled outside of the county.

Duties and Responsibilities: (includes but are not limited to the following)

- Answer and manage 9-1-1 and non-emergency telephone calls while simultaneously dispatching and managing radio communications with multiple law enforcement agencies, fire departments and EMS units in an effective and accurate manner.
- Answer and manage an administrative multi-line telephone system
- Maintain officer safety protocols at all times
- Enter data into a computer aided dispatch system
- Retrieve and share data from various software systems and programs
- Retrieve and share information between various agencies
- Manage a customer service window
- Manage time sensitive materials
- Handle information confidentially and professionally
- Adjust to new duties as assigned
- Work all the various shifts, holidays, weekends and overtime.
- Follow schedules that includes holidays, day off changes, shift assignment changes.
- Adjust to last minute schedule changes including being called in early or being held over until relieved.

Knowledge, Skills and Abilities:

- Ability to interpret and analyze information to determine the best course of action based on general orders or procedures.
- Proficient in English grammar, spelling, punctuation, alphabetical tasks and simple mathematical functions such as; addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge related to the department function and mission.
- Knowledge of general County operation and organization.
- Knowledge of radio systems, talk groups, frequencies, radio patches, gateways.
- Ability to detect errors, determine causes, make corrections as appropriate.
- Skilled in the operation of office equipment such as; copiers, printers, facsimiles, desktop computers, computer workstations, monitors, multi-line telephones.
- Ability to consistently demonstrate sound ethics and judgement.
- Ability to remain calm during stressful situations.
- Ability to manage hysterical, confused, mentally challenged callers
- Ability to recall events and circumstances.
- Ability to react immediately, effectively and accurately to changes in the amount of telephone calls and radio communications.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the position
- Possess interpersonal skills necessary to develop and maintain effective and appropriate working relationships with co-workers, and representatives of the agencies served.
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently.
- Ability to multi-task a telephone call and radio communications simultaneously.
- Possess interpersonal skills necessary to develop and maintain an effective and appropriate relationship with citizens.

Conditions of employment:

- A background check is required initially and periodically for an individual hired, promoted or currently working in the dispatch center. Continued employment is contingent upon a satisfactory background check which may include but not limited to: confirmation of a persons' identity, review of criminal convictions records, verification of educational information, review of the Michigan Secretary of State driving records, fingerprint submittal, and drug and alcohol testing as required and allowable by law.
- An employee must meet all the requirements, conditions of employment, and able to perform successfully all the duties and responsibilities with or without reasonable accommodations.
- An employee must maintain a valid driver's license and reliable transportation.
- Must be able to travel for training, possibly for several days at a time.

Maintain Certifications:

- Law Enforcement Information Network (L.E.I.N.) – State of Michigan
- Emergency Medical Dispatch – Priority Dispatch System
- CPR
- Meet the State of Michigan Telecommunicator Training Standards
- OffenderWatch

Physical Demands, Work Environment, and other requirements:

- Work is performed in an office environment.
- Able to adjust to office heating and cooling environment
- May be required to reach with hands and arms, sit, stand, talk and hear, use hands to finger, handle, and feel.
- May be required to lift/move up to 50 pounds.

Supervision:

- After training, all work is performed with a coworker or on your own. Supervision is the responsibility of the Emergency Communications Supervisor and/or the Director.

Minimum requirements:

- Citizen of United States
- Resident of the State of Michigan
- Must be at least 18 years of age
- Must possess and maintain a valid Michigan Driver License
- Must not have been convicted of a felony or any other crime
- Must have high school diploma or GED
- Must pass all tests administered in preparation to interview for the position
- Must be able to type 35 words a minute