

## **Shiawassee County 911 Dispatcher**

### **General Summary**

Under the direction of the Lieutenant responsible for Central Dispatch, receives calls and dispatches all law enforcement officers, fire departments and emergency medical services in the County. Maintains radio communications with emergency units, searches for and provides necessary information to officers. Operates the LEIN computer terminal, and administers pre-arrival medical instructions to callers in need of medical attention.

### **Telecommunicators Essential Job Tasks:**

1. Process calls received on all designated telephone lines.
2. Accurately record information provided by callers.
3. Question callers to determine location and nature of problem, and accurately classify as an emergency or non-emergency call.
4. Simultaneously perform various tasks while in reception of multiple audio and visual sources (channels, talk groups, monitors, etc.). This includes answering multiple telephone calls for assistance and being able to quickly and effectively prioritize their call intake/call taking process. Effectively manage the process of simultaneous telephone calls and radio traffic from field personnel.
5. Determine in a timely manner, the destination for referral of calls and complete the transfer with confirmation of its reception to the appropriate location. Initiate the call intake process of information needed for immediate dispatch.
6. Identify the jurisdictional responding agency and the priority of the call. Locate and dispatch the closest appropriate resource.
7. Document appropriate narrative data for dispatch. Document information received on an "open line" call. Continue to document traffic from field units into computer system or manual card system and update unit status as appropriate.
8. Provide updates on calls when applicable.
9. Maintain professional voice tone during emergency and non-emergency situations received by telephone and radio.
10. Receive and process all calls for service according to agency policies and/or procedures.
11. Communicate with citizens from various backgrounds and who vary in age, gender, and mental abilities, and may be under the influence of alcohol/drugs. Attempt to utilize foreign language interpreter service, as applicable, when a foreign speaking individual calls for assistance in order to determine nature and location of problem.
12. Process information from citizens who cannot or will not provide appropriate and necessary information to initiate a call.
13. Receive calls transferred from other agencies and process.

14. Prioritize pending calls for service. Be cognizant and aware of potential duplicate calls or related calls.
15. Re-contact callers that are disconnected to determine nature and location of call or event in accordance with local protocol.
16. Operate TDD and TTY equipment in order to process calls from hearing or speech impaired individuals in need of service.
17. Possess and maintain knowledge of agency policies and procedures.
18. In accordance with local protocol, be able to advise citizens of actions to take during emergency and non-emergency situations.
19. Be able to refer or process internal complaints or requests for repair or service of agency equipment and systems.
20. Process and prioritize various information requests using local, state, federal, and international databases in a computer environment.
21. Receive, document, and disseminate additional requests for information and resources.
22. Disseminate to other agencies pertinent information via telephone, radio, computer, or other appropriate communication devices.
23. Monitor equipment alarms. Monitor other alarms from outside sources if applicable.
24. Coordinate, document, and track the response of mutual aid resources.
25. Immediately respond to requests for back up units and dispatch according to local protocol.
26. Brief on-coming or relief personnel of shift activity and status of units according to local protocol.

### **Telecommunicators Skills List:**

#### *Communications:*

- Ability to write and type legibly.
- Ability to professionally and accurately communicate both orally and in writing.
- Ability to read and understand written and electronic communication.
- Ability to hear and comprehend information and sounds coming through a communication device.
- Ability to speak with sufficient clarity in person or with a communication device.

#### *Job Performance:*

- Ability to maintain composure and handle stressful situations.
- Ability to act in a decisive manner using good judgment.
- Ability to effectively prioritize situations and information, and make appropriate decisions based on the information received.
- Ability to listen, act and remain focused during stressful and non-stressful situations.
- Ability to multi-task under a variety of circumstances.
- Ability to maintain a professional demeanor at all times.

- Ability to adapt to new or unique situations.
- Ability to perform work-related requests and directives.
- Ability to learn and apply new information and techniques.
- Ability to testify in court in a professional manner.
- Ability to learn jurisdictional boundaries as well as surrounding geography.

*Judgment:*

- Ability to respect private and confidential information.
- Ability to recognize when to self-initiate decision making while recognizing when to seek guidance and/or clearance from a supervisor.
- Ability to detach from caller's emotions yet remain empathetic.
- Ability and willingness to accept responsibility for one's actions and decisions.

*Relationships with Others:*

- Ability to work cooperatively with supervisors and peers.
- Ability to act in a mature and professional manner.
- Ability to work in a team environment and support other team members.
- Ability and willingness to accept criticism without reacting defensively, rationalizing mistakes, or blaming others.
- Ability to adapt to a variety of internal and external work circumstances.

*Initiative and Reliability:*

- Ability to show initiative in completing job tasks.
- Ability to handle both task and people-oriented duties.
- Ability to evaluate previous incidents in order to improve performance.
- Ability to manage personal stress.

*This list may not be inclusive of the total scope of job functions to be performed or skills required. Duties and responsibilities may be added, deleted or modified at any time.*

**Employment Qualifications:**

**Education:** High School graduation or equivalent with Associate Degree or higher \*Preferably in Criminal Justice and/or Communications\*

**Experience:** Customer service dealing with the public, telecommunications, data entry or related computer skills and multitasking.

\*Experience or education in the area of emergency dispatch and public safety is preferred\*

**Michigan State Requirements:**

Minimum Telecommunicator training requirements as promulgated by the State 911 Committee:

- A. Module I: A 40 hour basic telecommunicator course consisting of the basic requirements needed to perform the responsibilities of a Telecommunicator which must:
  1. Be completed within 18 months of the date of hire for Trainee Telecommunicators hired after the effective date of these rules.
  2. Be completed within 18 months of the effective date of these rules for Trainee Telecommunicators hired less than 12 months prior to the effective date of these rules.
  3. Consist of State 911 Committee approved courses.
  4. Include, a minimum, the following topics:
    - a. Overview of Public Safety – Police, Fire and EMS
    - b. Telecommunicator Roles and Responsibilities
    - c. Legal Aspects of Dispatcher Services
    - d. Interpersonal Communications
    - e. Public Safety Technologies
    - f. Telephone Techniques
    - g. Call Classification
    - h. Radio Communications
    - i. Stress Management
  
- B. Module II: 40 hours of training which must:
  1. Be completed within 24 months of the date of hire for Trainee Telecommunicators hired after the effective date of these rules.
  2. Be completed within 24 months of the effective date of these rules for Trainee Telecommunicators hired less than 12 months prior to the effective date of these rules.
  3. Consist of State 911 Committee approved courses.
  4. Include eight hours of each of the following topics:
    - a. Domestic Violence
    - b. Suicide Intervention
    - c. 911 Liability
    - d. Stress Management
    - e. Homeland Security Elective
  5. Module II training can be completed as one 40 hour training course or in 8 hour increments of the above required training topics.
  
- C. Module III: 24 hours of Continuing Education

### **Other Requirements:**

Emergency Medical Dispatch, LEIN Operator, NIMS 100 and 700. Applicant must have the ability to multitask.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

### **Physical Requirements:**

*[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill on or more of these requirements]:*

- Ability to withstand a **high amount of stress** for prolonged periods of time.
- Ability to withstand prolonged periods of sitting.
- Ability to operate radio, telephone, computers and other telecommunications equipment simultaneously hearing and retaining information received from those sources.
- Ability to enter and retrieve information from a computer terminal.
- Ability to bend, stoop, and reach in order to operate equipment and perform other functions.
- Ability to **competently** work 12 or more hours without much sleep when necessary.

### **Working Conditions:**

Works in small area with radio, phone, telecommunication equipment and multiple computers for prolonged periods in a high stress environment. Works varying shifts in a 24 hour day operation. Works varying shifts weekly and/or day-to-day on a call-in basis. May sit for 12 hours or more during a shift without a break.