



Position Available – Internal/External Posting

Job Title: Emergency Communications Specialist

Department: Central Dispatch

Classification: Full-Time/Full Benefits
POAM Non-312 Union

Hourly Wage: \$22.82 - \$25.27

Benefits Include: Hybrid Pension – 5% employee contribution
Health, Dental & Vision Insurance – 10% employee contribution
Vacation & Medical Leave
Life Insurance
Short-term Disability Insurance

Qualifications:

- High School graduate or G.E.D.
- Experience in Emergency Dispatch, Police, Fire or EMS preferred
- Skill and accuracy in the use of a computer required
- Reasonable knowledge of radio/telephone communications preferred
- Must be able to see well, hear well and speak clearly
- Ability to work all shifts if needed days, nights, weekends and holidays
- Must pass drug screening, physical examination and background investigation

To view the full job description, go to www.wexfordcounty.org

Supervision: 911 Director

Application Submittal: Submit Application/Resume and Cover Letter to the County Human Resources Office, Historic Courthouse, 437 E. Division St., Cadillac, MI 49601. This position will remain posted until filled.



POSITION: Emergency Communications Specialist

DEPARTMENT: Central Dispatch

FLSA: Covered (Overtime is Compensated)

HOURS: 12 Hour Shifts as Scheduled/84 Hours Bi-Weekly

WAGE: Starting Salary is \$22.82 Hour (Progression to top of the pay scale occurs over four years)

UNION: POAM Central Dispatch

Applicant must be able to keyboard 40 w.p.m. accurately and have a passing score on the CritiCall test (data entry, memory skills, multi-tasking, note taking.) All testing is conducted on an invitation-only basis.

Employees must be able to work all shifts, every day of the week, including holidays and weekends, for this 24-hour operation. Shifts normally consist of 12 hours with mandated overtime. Probationary employees (first year of employment) are placed on various shifts, then will bid shifts quarterly based on seniority.

SUMMARY

Under the direction of the Director or his/her designee, is responsible for receiving emergency and non-emergency requests for assistance, dispatching the appropriate response, and maintaining contact with responding units to help ensure their safety and to gather and supply information. Telecommunicators must provide emergency medical instructions to callers, monitor radio traffic, AVL, MDT, telephone calls and CAD (Computer Aided Dispatch) in day-to-day operations of 9-1-1. Work requires interpretation, analysis, and anticipation of effect to resolve problems. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Work requires gathering and rapidly analyzing information to determine the best course of action based on general guidelines or rules of operations; use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation. Errors could lead to the loss of life, major harm, or life impairment.

Examples of Duties

Primary function of the job is to take calls and dispatch emergency and non-emergency units and personnel, as well as provide emergency medical instructions to callers. Work requires interpretation, analysis, and anticipation of effect to resolve problems. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodation. Central Dispatch is a 24-hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.

PRIMARY DUTIES AND RESPONSIBILITIES *(may include but are not limited to the following):*

- Receives emergency and non-emergency calls, quickly assesses their relative severity and urgency, prioritizes, determines the appropriate response, and dispatches the call.
- Operates a variety of equipment including radio transmitters and receivers, computer equipment and terminals, radio consoles, telephones, recording equipment, and data communications terminals.
- Monitors several public safety radio channels and communicates information as needed.
- Provides emergency medical information and procedures to callers through EMD protocol.

- Studies and maintain knowledge of the location of city and county roads, county, township and city boundaries, major public and private buildings, housing areas and police, fire, and EMS jurisdictions.
- Operates the LEIN (Law Enforcement Information Network)
- Monitors and logs the movement and disposition of emergency personnel/vehicles as assigned and assists in their safety.
- Performs clerical support as directed.
- May be required to answer non-emergency phone lines and respond to inquiries, direct calls, and take messages.
- May be required to assist in training of probationary employees.
- Receives and processes a variety of time-sensitive data and information in assigned areas of responsibility.

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

EDUCATION, FORMAL TRAINING EXPERIENCE, AND EMPLOYMENT QUALIFICATIONS *(minimum standards):*

Education:

- High School graduation or equivalent, with some college course work preferred.
- Reasonably related work experience which demonstrates dependability, maturity, and the ability to exercise good judgment preferably in a communications/telephone capacity. Some prior data entry or related computer experience helpful.
- Applicants must pass an extensive background check.
- Applicants must have dependable transportation methods.
- Applicants must keyboard a minimum of 40 words per minute (accurately)

Applicants must pass the NENA (National Emergency Number Association) Hearing Standards for Public Safety Telecommunicators as outlined in Document NENA-STA-007.2-2020 and dated January 19th, 2020

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 posting. 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.

Supplemental Information

CERTIFICATIONS AND LICENSES *(minimum requirements):*

- Within six months of employment, must obtain LEIN certification and maintain certification throughout length of employment.
- Within six months of employment, must obtain EMD/FSD/LSD certification and maintain certification throughout length of employment.

Must comply with State of Michigan 911 Training Standards for 911 Operators.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS:

- Work is performed in an office environment.
- Will be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel.
- Position requires continuous mental/visual/audio effort, for example, use of radios, keyboard, computer, calculator, and telephones.
- Must be able to communicate proficiently on the telephone and radio and handle stress involved with dispatching police and other emergency personnel and dealing with irate and/or distressed citizens on the phone.
- Work in area with radio, phone and telecommunications equipment for prolonged periods of time.

- Work varying shifts in a 24-hour a day operation, including weekends and holidays.
- Is required to attend various schools, seminars or conferences both locally and out-of-town to further his/her training and abilities.
- Must be able to bend, stoop, sit and reach to operate equipment and perform dispatch functions.
- May be required to lift/move up to 50 pounds (such as a box of paper)
- Must be able to serve in an "on-call" capacity.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES *(minimum requirements)*

- Proficiency in English grammar, clear speaking, proper spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge related to the department or function, and general County operation and organization.
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as computers, facsimiles, copiers, scanners and telephones
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills are necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to remain calm in stressful situations and to manipulate calls when necessary to gain essential information.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job.
- Skilled in researching and resolving complex problems to ensure compliance.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
- Ability to maintain confidentiality of information and professional boundaries.
- Ability to use County resources effectively and efficiently.