

Macomb County, MI Job Description

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|--------------------------------|---|
| Classification Title | Dispatcher |
| Department | Sheriff's Office |
| Union Representation | Fraternal Order of Police Labor Council (FOPLC) |
| FLSA Status | Non-exempt |
| Pay Grade | \$49,051.79 - \$53,028.97 |
| Employment Relationship | Just cause subject to probationary period |

GENERAL SUMMARY

Under direction, receives routine and emergency calls, assesses situations and responds accordingly by dispatching appropriate patrol unit(s); EMS, Fire, and/or other responds; enters data from calls into the Computer Aided Dispatch (CAD) system; requests, receives and distributes computerized criminal and/or driving histories and is responsible for maintaining security demanded by federal regulations concerning such information; maintains related logs, records and files; operates CAD system, Law Enforcement Information Network (LEIN) terminal, teletype and police radio equipment.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Receives and transmits routine and emergency messages via telephone, teletype, Computer Aided Dispatch (CAD) system and radio.
- Maintains telephone connection or other communication methods with individuals in emergency situations.
- Assesses situations and dispatches appropriate patrol unit(s) EMS, Fire, and/or other responders via radio, or CAD system.
- Obtains and enters information regarding the caller's name, address and nature of complaint into the CAD system.
- Provides emergency medical instructions, as outlined in Department protocol.
- Receives radio calls from patrol units requesting criminal and/or driving histories.
- Retrieves requested data from the Law Enforcement Information Network (LEIN) and transmits data back to officer.

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- Receives, transmits and re-routes teletype messages between local agencies and other switchboard centers.
- Simultaneously performs various tasks while in reception of multiple audio and visual sources.
- Conducts necessary radio and emergency tests.
- Performs computer data entry functions related to logs, records, reports and files.
- Performs minor maintenance on teletype and related equipment.
- Sees and hears with corrective measures necessary to understand calls from cell phones or from callers that are in distress.
- Performs related duties as assigned.

QUALIFICATIONS

Required Education and Experience

- Possess High School Diploma or GED Certificate.
- Pass typing test with a minimum of 40 wpm.
- Pass Ergometrics Dispatcher Video test with a minimum of 70%.
- Pass a drug screen, physical examination and psychological evaluation.
- Must be a resident of the State of Michigan for one (1) year and have United States citizenship.

Preferred Education and Experience

None

Required Licenses or Certifications

None

Preferred Licenses or Certifications

None

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COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Law enforcement terminology; LEIN operations, CAD system operations, Sheriff Department policies and procedures; and of teletype, LEIN and police radio equipment.

Ability to:

- Operate LEIN, CAD system and related equipment.
- Follow written and oral directions.
- Ascertain the messages of the public, other departments and agencies in order to receive and transmit them properly.
- Maintain composure and handle stressful situations.
- Multi-task under a variety of circumstances.
- Learn and apply use of new technology.
- Effectively speak, write and understand the English language.
- Speak and understand a language in addition to English is preferred.
- Compose written and typed information legibly.
- Establish and maintain effective working relationships with elected officials, Administrators, Department Heads, staff, union officials and the public.
- Maintain a professional demeanor at all times.
- Conduct oneself with tact and courtesy.

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WORK ENVIRONMENT/CONDITIONS/EXPOSURES

The work environment, conditions and exposures indicated here are representative of those an employee encounters while performing the essential functions of this position.

KEY: N/S = Never/Seldom **O** = Occasionally **F/C** = Frequently/Continuously

| Work Environment/Conditions | N/S | O | F/C |
|---|------------|----------|------------|
| Office or similar indoor environment | | | X |
| Outdoor environment | X | | |
| Street environment (near moving traffic) | X | | |
| Construction site | X | | |
| Confined space | X | | |
| In the community (homes, businesses, etc) | X | | |
| Correctional facility, detention center or jail | X | | |
| Clinical healthcare environment | X | | |
| Warehouse environment | X | | |
| Exposures | | | |
| Individuals who are hostile or irate | | | X |
| Individuals with known violent backgrounds | | X | |
| Extreme cold (<i>below 32 degrees</i>) | X | | |
| Extreme heat (<i>above 100 degrees</i>) | X | | |
| Communicable diseases | X | | |
| Moving mechanical parts | X | | |
| Fumes or airborne particles | X | | |
| Toxic or caustic chemicals, substances or waste | X | | |
| Loud noises (<i>85+ decibels</i>) | X | | |
| Blood Borne Pathogens | X | | |

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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 position.

KEY: N/S = Never/Seldom **O** = Occasionally **F/C** = Frequently/Continuously

| Demand | Frequency | | | Description |
|-----------------------------|-----------|---|-----|---|
| | N/S | O | F/C | |
| Balancing | | | X | On even or uneven surfaces/ground |
| Bending | | | X | Tasks involve forward or backward bending at the waist |
| Climbing/Working at Heights | X | | | Tasks involve climbing up or down stairs, ladders, scaffolding and platforms |
| Crawling | X | | | Inspecting in confined spaces. Moving about on hands and knees |
| Digging | X | | | Tasks involve manual digging |
| Driving | X | | | Tasks involve operating any motor powered vehicle on sealed and unsealed roads |
| Grasping | | | X | Tasks involve gripping, holding, clasping with fingers or hands |
| Kneeling/Squatting | X | | | Tasks involve flexing/bending at the knees and ankles to work at low levels |
| Leg/Foot Movement | X | | | Tasks involve use of the leg and/or foot to operate machinery |
| Manual Dexterity | | | X | Tasks involve fine finger movements i.e., keyboard operating, writing |
| Lift/Carry | | | | Tasks involve raising/lowering or moving objects from one level/position to another |
| Up to 10 pounds | | | X | |
| 11-24 pounds | | | X | |
| 25-34 pounds | X | | | |
| 35-50 pounds | X | | | |
| 51-74 pounds | X | | | |
| 75-99 pounds | X | | | |
| Over 100 pounds | X | | | |
| Push / Pull | | | X | Tasks involve pushing/pulling objects away from or towards the body |
| Reaching | | | X | Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended |
| Sitting | | | X | Tasks involve remaining in a seated position during the task performance |
| Standing | X | | | Tasks involve standing in an upright position without movement |
| Walking | X | | | Walking considerable distances within or between on multiple surfaces |
| Running | X | | | Running considerable distances within or between facilities on multiple surfaces |

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GENERAL REQUIREMENTS AND DISCLAIMERS

Complies with P.A. 390, as amended, known as the State's Emergency Management Act and the County's Emergency Management resolution as well as all related plans, policies and procedures covered by those statutes.

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

Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require accommodation to apply for a job or to perform your job. Examples of reasonable accommodation include, but are not limited to, making a change to the application process or work procedures, providing documents in an alternative format, using a sign language interpreter, or using specialized equipment.

AUTHORIZATIONS:



Human Resources and Labor Relations Approval

11-05-19

Date

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| Date created: | 11/5/2019 |
| Dates revised: | |
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