

# MACOMB COUNTY SHERIFF'S OFFICE

# DISPATCHER

2023 SALARY: \$59,156.66 - \$63,953.15

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## 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 responses. 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

Answers all incoming emergency and non-emergency 911 calls; collects necessary information on location, nature of incident and status, suspects, weapons, and other pertinent information; determines the priority of the call; determines which agency should respond and how many responders to dispatch.

Answers medical and EMS calls; collects appropriate information on the medical emergency; determines priority of the call; and which emergency response units to dispatch.

Operates the Computer Aided Dispatch (CAD) computer; inputs pertinent information of location, caller name, and phone number; chooses the correct incident type code; supplies all information regarding the call; and routes the call to the appropriate dispatcher(s).

Maintains geographical knowledge of the County, streets and boundaries, hospitals, schools, major public and private buildings, housing areas, road and street construction, detours and other information impacting emergency vehicle routing.

Operates radio to dispatch appropriate units by priority and availability; utilizes familiarity with several radio frequencies and the ability to tone out or page the appropriate agency; and communicates with field units using the appropriate terminology and technology.



Monitors the movement of all public safety units, maintains continual awareness of their location and of all emergency and non-emergency situations and units.

Asks questions to interpret, analyze, and anticipate the caller's situation in order to resolve problems, provide information, dispatch emergency services, and/or refer callers to other agencies.

Determines and assigns the level of priority of the call; both emergent and non-emergent.

Answers non-emergency calls and responds to inquiries, directs calls to appropriate departments and takes messages as needed.

Assists public safety personnel by making phone calls to obtain information, calling utility companies, wreckers, and others as requested.

Maintains familiarity with traffic cameras, license plate readers, tornado siren and severe weather activation equipment, as well as a variety of office equipment; including but not limited to fax, copier, printer, and scanner.

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.

Operates a multi-line telephone console system.

Provides emergency medical instructions, as outlined in the department's 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.

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.

Uses corrective measures necessary to understand calls from cell phones or from callers that are in distress.

Works non-traditional work hours (including weekends and holidays) and responds to emergencies on a 24-hour basis.

May perform the duties of a Communications Training Officer (CTO). Responsibilities include: training and evaluation of assigned trainees; updating the Dispatch Director, or designee, on training progression; recommending improvement plans or termination recommendations as appropriate; and attending regular update and team meetings as deemed appropriate.

Performs related duties as assigned.

## **QUALIFICATIONS**

### Required Education and Experience

- High School Diploma or GED Certificate
- Minimum score of 70% on the Ergometrics Dispatcher Video test
- Minimum score of 30 wpm on the typing test
- United States citizenship
- Applicants must meet all Civil Service requirements which include a physical examination, drug screen, psychological evaluation and background investigation prior to appointment
- At time of appointment, applicant must be on Sheriff's Civil Service Commission's eligibility list for Dispatcher

### Required Licenses or Certifications

- Once employed, upon completion of successful training requirements, must complete the following:
  - LEIN operator certification
  - Emergency medical dispatch (EMD) certification
  - CPR and Emergency 9-1-1 Service Standards of Training as adopted by the Department of Licensing and Regulatory Affairs, Michigan Public Service Commission by sections 408(4)C and 413 of 1965 PA 32, MCL 484.1408 and 484.1413
- Continuation of above certification every 2 years as mandated



## COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

### Knowledge of:

- Law enforcement terminology
- LEIN operations
- CAD system operations
- Sheriff's Office policies and procedures
- Teletype, LEIN and police radio equipment

### Ability to:

- Work non-traditional work hours (including weekends and holidays) and respond to emergencies on a 24-hour basis
- Learn applicable emergency telecommunications systems, radio communication technology, computer-aided dispatch systems and equipment related to emergency management programs
- Assess situations, solve problems, work effectively under stress and amid changes in work priorities within deadlines and do so in emergency situations
- Operate LEIN, CAD system and related equipment
- Follow written and oral directions
- Work in an environment which embraces the county's Dignity Campaign
- 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

## 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		
<b>Exposures</b>			
Individuals who are hostile or irate			X
Individuals with known violent backgrounds		X	
Extreme cold (below 32 degrees)	X		
Extreme heat (above 100 degrees)	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances or waste	X		
Loud noises (85+ decibels)	X		
Blood Borne Pathogens	X		

## 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

Physical 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			X	Tasks involve raising/lowering or moving objects from one level/position to another
Up to 24 pounds			X	
25-99 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

## **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.

The Fraternal Order of Police Labor Council (FOPLC) bargaining unit represents this position. Therefore, there may be contract language which could require consideration in the selection process.

