



WASHTENAW COUNTY, MICHIGAN

HELP IMPROVE THIS SITE

Communications Operator (911 Dispatcher)

Position Title: Communications Operator

Status: Full-Time

Salary range: \$36,713.00 -- \$58,631.76 annually

Union Affiliation: POAM

FLSA Status: Non-Exempt

Internal Union Applicants Will Be Given First Consideration

JOB SUMMARY

Under the supervision of a higher classified employee, is responsible for receiving police calls, dispatching cars and personnel, maintaining required records, maintaining and updating department computer systems. This position is a seven-day-per-week, 24-hour-per-day operation. Work schedules will include nights, weekends, holidays, and unanticipated overtime.

EXAMPLES OF DUTIES

Essential Duties:

- Responsible for in-coming emergency and non-emergency calls via phone, radio, and emergency hook-ups from Sheriff's road patrols, city and State Police, fire departments, ambulance service and the public, which requires sitting for prolonged periods of time.
- Eyesight corrected to 20/20 and hearing in both ears not less than 40db, listening and talking by telephone, using finger and wrist dexterity in the operation of a computer terminal, viewing a computer screen and handwriting notation.
- Enters and retrieves various information in the LEIN and Clemis computer systems.
- Upon receipt of calls, makes the decision as to what police or fire units are to be notified and verbally provides pre-arrival emergency medical care/dispatching instructions, at times, during life-threatening situation.
- Prepares and maintains required records and reports on all calls received as to nature, time, car number, personnel assigned, location of request and by whom made.
- Performs a variety of related duties as required.

Skill, knowledge and abilities in:

- Ability to spell accurately.
- Ability to operate computer keyboard.
- Ability to exercise good judgment.
- Think quickly
- Copy accurately and speak clearly and concisely.
- Ability to remain calm during stressful situation.
- Knowledge of the geography of Washtenaw County preferred.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not to be construed as an exhaustive list of all job duties

performed by personnel so classified.

PHYSICAL DEMANDS

Dutes require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing a speech sufficient to communicate in person or over the telephone.

Position requires, reaching, sitting, talking, hearing, and seeing.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

EDUCATION

Possession of a high school diploma or GED. Applicant must be eighteen (18) years of age or older.

SELECTION PROCESS

Must successfully complete testing and assessment process, as determined by the Sheriff's Office, interview, and background investigation.

AN EQUAL OPPORTUNITY EMPLOYER

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