

# Muskegon Central Dispatch 9-1-1 Telecommunicator Job Description

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## A. BASIC INFORMATION

### 1. GENERAL STATEMENT OF ESSENTIAL JOB TASKS

The Telecommunicator's primary responsibility is to answer emergency/non-emergency voice and TDD calls for service while simultaneously entering the information into the computer using a computer style keyboard and computer aided dispatch system. Based on the information secured, the Telecommunicator determines the nature of the call, whether a response is necessary, and what type of assistance or information is needed. For emergency calls requiring law enforcement or fire response, the Telecommunicator dispatches via a radio console, the appropriate response units to the scene according to priority and availability of field units. For emergency calls requiring emergency medical service the Telecommunicator will dispatch the appropriate EMS agency, provide the caller with emergency medical instruction, and send the appropriate fire department response. The Telecommunicator is additionally responsible for retrieving and accurately relaying to requesting law enforcement field units, information contained in the State (MICH LEIN), local (CAD LEIN) and National (NCIC) computer systems.

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### 2. SCHEDULING

Muskegon Central Dispatch is staffed with Telecommunicators 24 hours a day, 365 days a year; this may require the Telecommunicator to work a high percentage of weekends and/or holidays, and assigned over time. A newly hired Telecommunicator could be assigned to day, night or a relief shift. Day shift hours are from 7:00 am to 7:00 pm, night shift hours are 7:00 pm to 7:00 am and relief shift hours are from 3:00 pm to 3:00 am. A part time Telecommunicator may be scheduled to work any of these shifts.

The Telecommunicator must be prepared to stay in the center for the full shift period (*e.g., 12 hours for a normal full-time shift*).

The Telecommunicator must not be late to work, since each position must be covered at all times. An employee who is late causes the outgoing person to work overtime to cover the position. Excessive tardiness is subject to discipline.

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### 3. SUPERVISION

The Telecommunicator works under the direct supervision of a Communications Supervisor. The Telecommunicator must conduct duties in accordance with established policies, procedures, rules and regulations. The Telecommunicator is also expected to exercise reasonable judgment and discretion on occasion, in view of the special and unusual circumstances that can be present in this work.

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### 4. TRAINING

Newly hired Telecommunicators are on probation for twelve (12) months. They must successfully complete an in-house training program composed of three (3) weeks of classroom training and twenty-six (26) or more weeks of on-the-job-training.

Comprehensive monitoring of on-the-job performance will be done during and after the probationary period. Failure to perform up to established performance standards during or after the probationary period, excessive tardiness, unexplained absence or other policy or rule violations will be grounds for progressive disciplinary action, including discharge.

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## B. QUALIFICATIONS FOR APPOINTMENT

### PRE-EMPLOYMENT SELECTION PROCESS

Candidates meeting the minimum qualifications for the position will be required to participate in a **lengthy** pre-employment selection process designed to determine their compatibility with the essential and prerequisite skills and abilities required for successful performance in this position.

The pre-employment selection process includes:

- typing/keyboard test
  - job related pre-employment testing
  - interview process
  - security/background check
  - medical and psychological examination
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### 1. MINIMUM QUALIFICATIONS

*(Required to be eligible to participate in the selection process)*

#### EDUCATION:

Must have graduated from a standard high school or possess a certificate of equivalence (e.g., GED certificate).

#### EXPERIENCE:

Must have a history of stable work experience, preferably in a high stress or multi-tasking environment.

#### SPECIAL REQUIREMENTS:

Must be able to work any hours of a 24/7 schedule and be available for emergency call-in overtime.

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### 2. ESSENTIAL, PREREQUISITE SKILL AND ABILITIES

*(Required to be eligible to participate in the selection process)*

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### **Oral and Written Communication Abilities:**

Must have the ability to understand the English language and orally communicate events and information in a professional and precise manner.

Must have the ability to read and understand written communications.

Must have the ability to report events and information in writing legibly and accurately using proper English grammar and structure.

### **Interpersonal Abilities/Personal Maturity:**

Must have the ability to perform multiple tasks simultaneously and remain focused under stress.

Must have the ability to handle stressful situations and maintain a constructive attitude in response to difficult or adverse situations.

Must have the ability to actively listen to others for an understanding of their needs, be able to detach from callers emotions, yet project an image of empathy.

Must have the ability and willingness to accept criticism and/or discipline while accepting responsibility for actions.

Must have the ability to work cooperatively with supervisors and establish effective relationships with peers (*e.g., team worker abilities*).

Must have the ability to respect; private and confidential information.

Must have the ability to handle environmental restrictions (*e.g., confined work environment, etc.*) and the ability to support and carry out directives.

### **Decision Making/Problem Solving Abilities:**

Must have the ability to learn, apply new information, and adapt to new or unique situations.

Must have the ability to remember numerous details and accurately recall information.

Must have the ability to act in an objective, decisive manner and use good judgment. Must effectively prioritize situations and information and make appropriate decisions based on information received.

### **Physical Abilities:**

Must have the ability to hear and understand sound sources coming through a communications headset, radio, or a telephone receiver. Must also have the ability to hear and understand other outside sound sources not coming through the headset or receiver (*e.g., ability to "hear" through both ears*).

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Must have the ability to read and discern visual images on a variety of media (e.g., *ability to "see" various written materials and various equipment displays/screens*), including the ability to distinguish between colors on a color-coded computer screen.

Must have the ability to read and understand maps.

Must have the ability to write English legibly and record names and numbers accurately (e.g., *not transpose numbers and/or letters*).

Must have the ability to type at least 40 words per minute.

Must have the ability to coordinate the movements of two or more limbs together for purposes of operating telephone and radio equipment simultaneously or operating a radio transmitter foot pedal control while typing or operating radio console controls, etc.

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### **C. SALARY RANGE AND BENEFITS**

The 2015 salary ranges from \$16.07 to \$19.85 per hour, for part time and full time positions.

Full time positions include a complete benefit package.

- Health, dental, and life insurance policies
- Retirement plan
- An optional 457 Deferred Compensation plan
- 10 Holidays
- Paid vacation
- Personal days
- Paid sick leave