

**Muskegon Central Dispatch 9-1-1  
Standard Operating Guideline**

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Subject: **Job Description**    New [ ] Revised [X] Revision # 2    Guide Number: **100-07**  
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**Job Description  
Telecommunicator**

**Definition:**

Under direction, to receive and dispatch radio and telephone communications in the dispatch center; to operate a telephone console; to dispatch public safety personnel and equipment during emergencies in a coordinated manner; to monitor several public safety frequencies; and to do related work as required.

**Distinguishing Characteristics:**

This is the full working level in the Telecommunicator class series. Employee is expected to be technically proficient in handling the full range of emergency and non-emergency dispatch functions as well as law enforcement, fire, medical, and L.E.I.N. assignments. Telecommunicator is distinguished from the next higher class Shift Supervisor in that the latter is responsible for the supervision of Telecommunicators. Telecommunicator is distinguished from the next lower class Probationary Telecommunicator in the latter is entry or training level and requires closer supervision.

**Examples of Duties:**

1. Receives and transmits telephone and radio emergency calls, complaints and inquires; evaluates information to determine jurisdiction, equipment and personnel to be dispatched; relay radio calls from and to other public safety agencies to coordinate the dispatching of services between two or more agencies.
2. Operates a variety of equipment including, but not limited to, radio transmitters and receivers, computer equipment and terminals, radio consoles, telephones, recording equipment, and data communications terminals. Monitor several public safety radio channels.
3. Performs miscellaneous clerical work; reports the need for radio equipment repairs.
4. Studies and maintains familiarity with major roads, streets, industrial plants and buildings.
5. Acts as coordinator in dispatching personnel and equipment in emergencies.
6. Monitors several public safety radio frequencies listening for emergencies where coordinated efforts of two or more public safety agencies may be required.

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7. Operates data communication terminal equipment to obtain information in response to requests from law enforcement personnel.
8. Performs other related duties as required.

**Desirable Qualifications:**

Graduation for an accredited high school or general education diploma (GED), a valid motor vehicle operator license, Michigan L.E.I.N. Certification, and combination of experience, education and/or training, including successful completion of at least a twelve (12) month probationary period as a Probationary Telecommunicator with MCD, including the demonstrated ability to satisfactorily complete all assigned duties and function as a police dispatcher, fire dispatcher, which substantially provides the following knowledge and abilities:

**Knowledge of:**

1. Techniques, procedures, and methods used in the operation of a public safety communications center.
2. Federal Communications Commission Rules and Regulations applicable to the operation of radio-telephone communications equipment.
3. General functions of law enforcement, fire, medical and other public safety agencies.
4. Proper care and use of all dispatch equipment.
5. Basic understanding of the principles and operation of dispatch equipment and software applications.
6. General knowledge of cities, locations of streets and highways, major buildings and geography of Muskegon County.
7. Procedures involved in assisting callers with Emergency Medical Dispatch instruction.

**Ability to:**

1. Read, comprehend, and discern visual images on a variety of media (i.e., ability to *"see" various written materials and various equipment displays/screens*), including the ability to distinguish between colors on a color-coded computer screen.
2. Write English legibly and record names and numbers accurately (i.e., not transpose number and/or letters).
3. Type on a computer keyboard (minimum 40 w.p.m. corrected).

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4. To hear and understand sound simultaneously 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 (*i.e., ability to "hear" through both ears*).
5. Remember numerous details.
6. Speak English clearly, fluently, and articulately using vocabulary appropriate to the audience.
7. Record, relay, and report events and information accurately and reliably.
8. Retain emotional control, honesty and productivity while under pressure from irate or abusive callers, shortage of time, personal problems, requirements of supervisors or other sources, and to maintain appropriate and constructive behavior and attitude in response to difficult situations.
9. React quickly, efficiently and calmly in an emergency situation and to adopt an effective course of action; work under stress, multi-task, and react quickly in emergency situations.
10. Act in a decisive manner, using good judgment (common sense) and to recognize when to make and implement own decisions and when to seek guidance and or clearance from supervisors.
11. To read and understand maps.
12. Maintain compliance with agency employment standards and requirements.
13. Work weekends, holidays, irregular hours and work any assigned shift.
14. Work cooperatively with supervisors and establish effective relationships with peers.
15. 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.
16. Accurately, effectively, and tactfully coordinate the dispatch of public safety personnel and equipment while working with the agencies we serve, other official personnel, and the general public.