



Job Description

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| Title: | Emergency Communications Specialist – Benzie County Central Dispatch |
| Reports to: | Deputy Director/Emergency Communications Supervisor and/or Director |

SUMMARY OF POSITION:

Benzie County Central Dispatch is a public safety answering point (PSAP) responsible for emergency and non-emergency telephone requests for public safety services as well as the primary Emergency Communications Center (ECC) responsible for dispatching the appropriate jurisdictional law enforcement agency, fire department, and emergency medical service (EMS). Benzie County Central Dispatch is a 24/7 operation and supports multiple agencies, township, village, and city contacts after normal business hours.

An Emergency Communications Specialist works as a team member to meet the operational objectives of the ECC, consistent with the County's overall mission and policies.

A new employee is on probation for 2080 hours of continuous employment.

This position is a Union Contract supported position outside of the probationary period.

After training, all work is performed with a coworker or independently. Supervision is not always immediately available in the ECC.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

Other duties may be assigned by the Director, Deputy Director/Emergency Communications Supervisor, the County Administrator, and/or recommended by the Benzie County Central Dispatch Advisory Board.

- Answer and manage 9-1-1 and non-emergency telephone calls while simultaneously dispatching and managing radio communications with multiple law enforcement agencies, fire departments, and EMS units in an effective and accurate manner.
- Answer and manage an administrative multi-line telephone system
- Maintain officer safety protocols at all times
- Enter data into a computer-aided dispatch system
- Retrieve and share data from various software systems and programs
- Retrieve and share information between various agencies
- Manage a customer service window
- Manage time-sensitive materials
- Handle information confidentially and professionally
- Adjust to new duties as assigned

- Follow schedules that include various shifts, holidays, weekends, a day off changes, shift assignment changes, and overtime.
- Adjust to last-minute schedule changes including being called in early or being held over until relieved
- Perform job duties adequately, properly, and in a timely manner
- Act in a manner that is safe and follows the personnel, department, and County's adopted policies and procedures at all times.
- Be responsible for a clean workstation and surrounding area.
- Show respect, tact, and courtesy in dealings with co-workers and the public; behave in a manner that does not obstruct or hinder other employees from completing their duties

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Training is provided in several specific phases.
- The trainee must meet a satisfactory performance level in each phase of training to continue to the next phase of training.
- Training is received while scheduled to rotate to all three shifts.
- A Communications Training Officer (CTO) provides the training and documents the trainees' performance level.
- Additional training may be scheduled outside of the county.

KNOWLEDGE, SKILLS, ABILITIES, and COMPETENCIES

- Ability to interpret and analyze information to determine the best course of action based on general orders or procedures.
- Proficient in English grammar, spelling, punctuation, alphabetical tasks, and simple mathematical functions.
- Knowledge related to the department's function and mission.
- Knowledge of general County operation and organization.
- Knowledge of radio systems, talk groups, frequencies, radio patches, and gateways.
- Ability to detect errors, determine causes, and make corrections as appropriate.
- Skilled in the operation of office equipment such as copiers, printers, facsimiles, desktop computers, computer workstations, monitors, and multi-line telephones.
- Ability to exercise judgment with respect to accuracy, thoroughness, confidentiality, and sensitivity of the information being processed.
- Ability to remain calm during stressful situations.
- Ability to manage hysterical, confused, mentally challenged callers
- Ability to recall events and circumstances.
- Ability to react immediately, effectively, and accurately to changes in the number of telephone calls and radio communications.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the position

- Ability to establish and maintain cooperative relationships with other County Departments, County Offices, elected officials, peer agencies, County residents, and guests.
- Ability to use county resources effectively.
- Ability to multi-task a 9-1-1 telephone call and radio communications simultaneously, efficiently, accurately, and effectively.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with employees, elected officials, the media, professional contacts, and the public.

CERTIFICATIONS, LICENSES (maintain certifications)

- Law Enforcement Information Network (L.E.I.N.) – State of Michigan
- Emergency Medical Dispatch – Priority Dispatch System
- CPR
- Meet the State of Michigan Telecommunicator Training Standards

CONDITIONS OF EMPLOYMENT (legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

- Citizen of the United States
- Resident of the State of Michigan
- Must be at least 18 years of age
- Must not have been convicted of a felony or any other crime that would hinder access to the Criminal Justice Information Network
- Must have a high school diploma or GED
- Must pass all tests administered in preparation to interview for the position (including drug testing).
- An employee must maintain a valid driver's license or identification and reliable transportation.
- Must be able to travel for training, possibly for several days at a time

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a person's identity; review of criminal conviction records; verification of training records, or certificates required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record that bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

An employee must meet all the requirements, and conditions of employment, and be able to perform successfully all the duties and responsibilities with or without reasonable accommodations.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Environment: Office and emergency services dispatch center setting with extensive public contact. including contact with criminal suspects or jail inmates; employees may be required to work evenings, weekends, and holiday shifts; employees may be called back or held over to maintain staffing levels.

Physical: Primary functions require sufficient physical ability to work in an office and emergency communications center setting; stand or sit for prolonged periods of time, occasionally stoop, bend, kneel, crouch, reach, and twist; push, pull, lift and/or carry light to moderate weights; operate office equipment including the use of computer keyboard; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to speak and hear to exchange information.

Vision: See in normal visual range with or without correction.

Hearing: Hearing in the normal audio range with or without correction.

Must be able to perform the listed Essential Job Functions of an Emergency Communications Specialist with or without accommodations (training is an accommodation)