

Gratiot County Central Dispatch Authority
Job Description – 911 Public Safety Telecommunicator

GENERAL SUMMARY:

911 Public Safety Telecommunicators receive calls for service, and dispatches law enforcement, fire/rescue, EMS, and other public safety resources within Gratiot County. The 911 Public Safety Telecommunicator communicates with public safety resources by phone, radio, mobile computer, Law Enforcement Information Network/National Crime Information Center (LEIN/NCIC), computer aided dispatch (CAD) incidents, and in person in a high stress environment. The Public Safety Telecommunicator performs queries and accurately reads LEIN/NCIC responses for law enforcement resources. The Public Safety Telecommunicator must be able to prioritize multiple tasks based upon training, and maintain a calm professional demeanor at all times.

Essential Functions:

1. Answer business and emergency 911 lines rapidly and efficiently. Collect necessary information for an effective response; location, incident type/description, time relevance, person numbers/descriptions/names involved, involvement of weapons/alcohol/drugs, injuries/welfare, among other facts.
2. Efficiently dispatch closest most appropriate public safety resources based upon guidelines to handle the incident. Accurately and timely disseminates gathered information from calls to field first responders.
3. Operates radio, CAD, and phones to maintain contact with all Gratiot County Public Safety resources at all times. Ensures the safety of first responders is monitored on a regular basis.
4. Keeps callers on the phone as appropriate to provide incident updates as required.
5. Maintains reasonable knowledge of municipal borders and jurisdictions. Develop and maintain knowledge of major highways, county roads, city streets, hospital, schools, critical infrastructure, housing, road construction projects, and other information that may impact emergency responses.
6. Efficient and effective oral/written communication is required. Typing/Keyboard skills required.
7. Enters all pertinent incident/event information into the CAD.
8. Provides support services to public safety resources by contacting and coordinating responses from; utilities, wrecker companies, other public/private sector services as required.
9. Queries LEIN/NCIC and other connected law enforcement databases upon request of law enforcement resources. Read and return accurate checks from the system on persons, vehicles, firearms, etc.
10. Responsible for public mass notification communications using outdoor warning sirens, wireless emergency alerts, etc. Reports all major threats to public safety to emergency management.

11. Performs technical/clerical support tasks as assigned. Operates a variety of equipment including but not limited to; fax machine, TDD/TTY, copiers, printers, etc.
12. Participates in required basic and continued education for public safety telecommunicators to maintain current certification. Maintains discipline proficiency by attending various meetings, seminars, workshops, exercises, and training as directed by the Gratiot County Central Dispatch Director.

Other Functions:

None listed – The list above may not be totally inclusive of the scope of job functions to be performed. Duties and responsibilities may be added, deleted, or modified at any time.

EMPLOYMENT QUALIFICATIONS:

Education: High School diploma or equivalent.

Experience: High degree of interpersonal skills working with members of the public and a multitude of other professional disciplines. Typing/Computer experience is required to operate CAD, radio, and phone systems.

Background: No felony or misdemeanor convictions allowed (LEIN/NCIC requirement). Must not have history or disposition to associate with known criminals. Must be able to maintain high degree of integrity and decorum on and off duty. Must pass drug screen. Must not use illegal drugs and/or abuse legal substances.

Training: Must be able to successfully complete minimum 16 week - not to exceed 20 weeks on the job communications training program. Must successfully pass LEIN Basic Operator test and evaluation upon communications training program completion. Must pass basic/advanced external public safety dispatch training courses within two years of hire date. Must adhere to all GCCDA Policies, Standards, and Operational Guidelines.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performed the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical/Mental Requirements: (This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements).

- Ability to withstand prolonged periods of sitting
- Ability to operate technological equipment; radio, telephones, computers, CAD etc.
- Ability to enter and retrieve information from a computer terminal
- Ability to bend, stoop, and reach in order to operate equipment/perform other functions
- Ability to access department files
- Visual acuity to read, proofread, and write reports
- Hearing acuity to listen and communicate effectively in person, by radio, or phone.
- Ability to speak clearly and distinctly

- Ability to cope with high degrees of traumatic stress
- Mental capacity to analyze data, use sound judgement, and make reasonable decisions
- Ability to lift 20 pounds on a regular basis, and up to 40 pounds on an occasional basis
- Ability to work independently and/or collaboratively with others to achieve goals
- Ability to maintain exceptional degree of confidentiality

Working Conditions:

- Works in area with radio, telephone, and other telecommunications equipment for prolonged periods
- Ability to work varying shifts in a 24-hour day operation
- Ability to work varying days in a 7 day a week operation (including holidays)
- Ability to work a reasonable amount of call-in overtime
- Ability to maintain clean working environment
 - Remove trash/refuse to dumpster
 - Light cleaning of all work surfaces
 - Regular vacuuming/mopping of work area
 - Regular cleaning of bathrooms
- Exposure to people from all, social, ethnic, economic, cultural backgrounds
- Exposure to occasional irate persons
- Exposure to sudden changes in activity levels (extremes of incidents/call volume)
- Exposure to prolonged intense activity
- Exposure to various social/psychological effects of emergency services
- Exposure to varying lunch and break schedules during work shifts (breaks cannot be scheduled)

April 2018