



## **MONTCALM COUNTY CENTRAL DISPATCH DIRECTOR**

### **General Summary**

Under the direct supervision of the Authority Board, is responsible for the operation and administration of the Central Dispatch department.

### **Essential Functions**

1. Conducts employment interviews, selection, termination, evaluation reviews and training.
2. Maintains the Master Street Address Guide and CAD geo file.
3. Works with the county and individual municipalities to coordinate addressing efforts throughout Montcalm County. Maintains a working relationship with various departments, and other governmental officials as well as area telephone company representatives.
4. Schedules work for dispatch personnel and approve planned time off.
5. Operates a computer terminal to search for and verify data. Extracts information from various sources and enters into systems.
6. Develops training plans and programs for dispatch personnel.
7. Develops and maintains a pro-active quality assurance program.
8. Investigates all complaints on dispatch personnel or procedures. Researches and copies audio recordings, records, logs, etc. May be required to testify during court proceedings.
9. Supervises Central Dispatch Center operations in general, and the individual performance for all employees of the Montcalm County Central Dispatch.
10. Plans, conducts and/or attends various meetings within the State of Michigan, Michigan Region 6 and Montcalm County.
11. Approves all bi-weekly timesheets of Central Dispatch personnel.

12. Develops and implements new technology for Central Dispatch and assists/advises other agencies as needed/requested.
13. Maintains familiarity of new laws and technologies that affect Central Dispatch and develops standard operating procedures to assure compliance with new requirements.
14. Responds to requests for Central Dispatch records pursuant to the Freedom of Information Act (FOIA).
15. Maintains and balances the financial records of the Central Dispatch budget and the development and management of the annual budget request.
16. Is responsible for troubleshooting the various software, hardware, and networks operating within Central Dispatch. The Director will also be expected to respond to emergencies/outages/items that require immediate attention within the dispatch center, 24 hours a day, 7 days a week.

### **Other Functions**

None listed.

*This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.*

### **Employment Qualifications**

#### **Education**

A high school diploma is required. Preference given to those with a Bachelor's Degree (i.e. Business Management or Public Administration, etc.)

#### **Work Experience**

Minimum of five years' experience in governmental public safety communications, public safety telecommunications management and/or supervision. This could include working within a county or state dispatch center. Experience in working with unions is preferred.

#### **Training**

1. Completion of basic LEIN training class or the completion of such class within twelve (12) months of hire.
2. Completion of a 40-hour Basic Telecommunicator course or completion of such course within twelve (12) months of hire.
3. Completion of Priority Dispatch 24 hour EMD training or completion of such training within twelve (12) months of hire.

## **Other Requirements**

Attention to detail is a must. Strong problem-solving skills. Strong written and verbal communication skills. Possess a valid Michigan operator's license with satisfactory driving record. Must submit to random drug testing.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing 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.*

## **Desirable Attributes**

1. Demonstrated skills with current computer operating systems and other compatible systems
2. Experience with maintaining computer-aided dispatch and records management systems (i.e. Sungard Public Sector – OSSI).
3. Experience and knowledge of 9-1-1 legislation in the State of Michigan and familiarity with State 9-1-1 Committee forms and yearly reports.
4. Experience and knowledge of 9-1-1 networks and infrastructure.
5. Experience in the development and maintenance of Master Street Address Guide and CAD geographic file.
6. Experience with various radio systems, recording systems and mapping software.
7. Experience in development and implementation of training.
8. Experience with working with community groups and community programs

## **Physical 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*

1. Ability to read and write in the English language.
2. Ability to read, comprehend, and enter data into a computer.

3. Ability to read documents, maps, computer printouts, and other printed and graphic materials.
4. Ability to sit for long periods of time.
5. Ability to access office files and record storage areas.
6. Ability to travel to various county/state locations.
7. Ability to operate a motor vehicle.
8. Ability to operate telecommunications equipment.
9. Ability to operate fax, copy, and other office machines.
10. Ability to lift 35 lbs

MCCDA employment applications are available (online at [www.montcalm.org](http://www.montcalm.org) or outside the Controller's Office) and are due in the Montcalm County Controller's Office, 211 W. Main Street, PO Box 368, Stanton, MI 48888. Applications with resumes will be accepted until 4:00 p.m. on Friday, July 14, 2017. EOE



## **MONTCALM COUNTY CENTRAL DISPATCH DIRECTOR**

### **Pay and Benefits**

The following is the pay and benefit package for the vacant director position within the Montcalm County Central Dispatch Center:

- Starting pay between \$55,000 - \$65,000
- MERS Defined Contribution (401) retirement plan with three (3) years vesting
- Health and Vision Insurance with voluntary dental coverage or buyout option for health coverage if covered under another group plan
- Voluntary flexible spending account and dependent care account
- MCCDA provided \$10,000 Term Life Insurance policy
- Voluntary option to purchase additional life insurance coverage through Mutual of Omaha
- Long-Term Disability Coverage
- Voluntary participation in Deferred Compensation (457) retirement plans