

# **MONTCALM COUNTY CENTRAL DISPATCH AUTHORITY**

## **Emergency Communications Officer**

**Full-Time**

**\$19.28 - \$21.09 per hour**

### **General Summary**

Under the direct supervision of the Shift Supervisor, an Emergency Communications Officer (ECO) shall receive calls and dispatch law enforcement personnel, fire departments and emergency medical services as necessary. Maintain radio communications, and search and provide necessary information to field personnel. Provide emergency medical dispatching prior to arrival of medical first responders. Operate LEIN computer software.

### **Essential Functions**

1. Receives calls for emergency police services, collects necessary information on location, nature of incident and status and determines how to get fastest response possible. Operates radio equipment to dispatch appropriate unit(s) by priority and availability.
2. Receives calls for emergency fire and ambulance, collects necessary information on location, nature of the incident, status, and other vital information, and dispatches to appropriate department.
3. Keeps callers on the phone as appropriate to provide status information on incident, provide instructions on medical situation prior to the arrival of emergency medical personnel, deal with threatened suicide, or otherwise assist in an emergency situation.
4. Logs the movement of all officers and maintains continual awareness of their location.
5. Dispatches/pages agencies such as Animal Control, Department of Natural Resources and others, as needed.
6. Assists departmental and other law enforcement personnel by making telephone calls to obtain information and call utility companies, wreckers, and other support agencies.
7. Operates LEIN computer software to obtain information on subjects and vehicles and relay to officers in the field.
8. Answers non-emergency telephone lines and responds to inquiries, directs calls, and takes messages.
9. Performs clerical support tasks as assigned.

### **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/Training:** High school graduation or equivalent. Basic LEIN training or completion within six (6) months. Medical Priority Consultants 24-hour EMD training or completion within six (6) months.

**Work Experience:** Some experience in a capacity requiring dealings with the public, preferably in a communications/telephone capacity. Some prior data entry or related computer experience. Preferably two (2) years experience demonstrating ability to maintain confidentiality and loyalty as well as ability to communicate and work with other departments and agencies. Preferred familiarity with Montcalm County geographic areas.

**Other Requirements:** Willingness and capability to work any shift, any day of the week as needed. Must pass an extensive background investigation. Must be able to perform accurately and efficiently in emergency situations. Must be able to cope appropriately with stressful situations. Must be able to communicate in a professional and polite manner with the public and dispatch agencies and their personnel. 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.*

**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:*

- Ability to withstand prolonged periods of sitting.
- Ability to read and write in the English language.
- Ability to enter and retrieve information from a computer terminal.
- Ability to read documents, maps, computer printouts, and other printed and graphic materials.
- Ability to operate telecommunications equipment.
- Ability to type 40 words per minute

**Working Conditions:**

- Works in office conditions.
- Travel to various locations for training.
- Occasional exposure to inmates.
- Weekend and Holiday work.

Applications are available (on line at [www.montcalm.org](http://www.montcalm.org) or outside the Controller's Office) and are due in the Central Dispatch Office, 657 N. State Street, Stanton, MI 48888. Applications will be accepted until 4:00 p.m. on Monday, May 1, 2017. EOE