



IONIA COUNTY CENTRAL DISPATCH POSITION DESCRIPTION

POSITION TITLE: EMERGENCY SERVICES DISPATCHER

Reports to: 911 Central Dispatch Director or Designee

Purpose of Position

Under the supervision of the 911 Central Dispatch Director or designee, the dispatcher receives requests for police, fire, emergency medical and other types of assistance from the public. The dispatcher relays the calls for service to the appropriate agencies or units. 911 Central Dispatch is a 24- hour operation. Employees will be required to work any shift/hours, including days, nights, weekends and holidays, and will be required to work overtime as needed.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Receives all incoming phone calls from the public requesting police, fire, emergency medical or other assistance.
- Refers non-emergency calls to the appropriate agencies or departments or resources.
- Classifies the nature of the call. Determines the priority of the call. Determines the appropriate emergency service agency to handle the call.
- Assists emergency service units in the field by securing and verifying information through computers, department files, records, and other available sources of data.
- Obtains and coordinates the assistance of police, fire, medical, wrecker, utility, public works departments and other agencies as needed.
- Records and maintains information on both manual and automated record keeping systems.
- Utilizes radio consoles, recorders, E911 displays, computer-aided dispatching (CAD), LEIN and NCIC, and other dispatch related equipment.
- May assist in training new dispatchers and in evaluating the progress and/or performance of probationary employees.
- Perform other related duties as required and/or directed.

Education and Experience Requirements

- High school graduate or GED required.
- Successful completion and certification as a National Academy Emergency Medical Dispatcher during probationary period of employment.
- CPR certification during probationary period of employment

Physical and Mental Abilities Required to Perform Essential Job Functions

- Skill in the use of communication and computerized equipment.
- Keyboarding skills of at least 40 wpm.
- Ability to understand and relay concisely complex oral and written instructions.
- Ability to maintain an effective working relationship with other employees, agencies, and the general public.
- Ability to remain calm in stressful situations.
- Ability to sit for long periods of time.
- Ability to gain essential information from callers.
- Ability to spell accurately.
- Ability to speak English clearly and concisely.
- Ability to exercise good judgment and think quickly.
- Ability to accurately record facts in correct categories.
- Ability to maintain required confidentiality.
- Good public relations skills.
- Eyesight corrected to 20/20 and ability to distinguish colors.
- Hearing in both ears no less than 40db.
- Ability to change paper, toner and drum cartridges in printers and fax machines.
- Make and distribute photocopies and fax copies.
- Ability to move from one workstation to another quickly.
- Ability to perform multiple tasks simultaneously.

Environmental Adaptability

- Ability to work with above average level of noise due to printers, telephones, computers, radios and alarm systems.
- Ability to handle high stress.
- Ability to work in close proximity to other workers.
- Ability to handle sudden changes in activity levels.
- Ability to handle prolonged intense activity.
- The seriousness of work ranges from mundane to life threatening.
- Lunch and breaks cannot be scheduled.

Wages & Benefits Information

- Current Wages 2023: \$19.98/hr. (\$41,558.40/yr.) to \$25.01/hr. (\$52,020.80 yr.)
- Wage Increases Scheduled: 2024= 2%, 2025= 2%, 2026= 2%.
- MERS Defined Benefit Pension, B-3 (2.25%), F55/25, V6 and FAC5
- Medical, Optical, Dental and Life Insurance, Vacation, Personal Leave, Sick Leave and Comp Time

Pension Benefit Formula Explanation/Example:

$(B-3 \text{ multiplier of } 2.25\%) \times \$52,000.00 \text{ (FAC)} \times 25 \text{ (years)} = \$29,250 \text{ yearly or } \2437.50 monthly.

$2.25\% \times \text{Final Average Compensation (5yrs)} \times \text{Years of Service} = \text{Yearly pension income or Monthly income. Example show is based on yearly income at top pay for the FAC.}$