

## Arenac County Central Dispatch Job Description

The County of Arenac is an equal opportunity employer and shall consider all qualified applicants for all positions without regard to race, color, sex, sexual orientation, religion, national origin, age, height, weight, marital status, veteran status, handicap, or any other protected category.

<b>Job Title</b>	Emergency Dispatcher Trainee	<b>Department</b>	E-911
<b>Reports To</b>	CTO/911 Director	<b>Salary Grade</b>	Trainee: \$11.50/hr
<b>Union</b>	GELC- Government Employees	<b>Starting</b>	Full Time: \$15.74
	Labor Council	<b>Starting</b>	Part Time: \$13.38

**Mission:** Arenac County Central Dispatch is dedicated to providing our community with the most effective emergency communications and public service possible. By providing professional, rapid and convenient customer service, our citizens will receive access to the finest public safety services available.

**About:** Arenac County Central Dispatch is located in the City of Standish at 126 N Grove Street. Our building shares a lobby with the Arenac County Sheriff's Department. The County Building is on the same block. We are a 24/7 Emergency Service Department. Arenac County 911 went live May 19, 1993. We started with 4 full time, 3 part-time employees and a Director inside of the Arenac County Sheriff's Department. Our new Center was built next to the Arenac County Sheriff's Department and became active March 7, 2003. Fully staffed, we have 8 full time, 1 part-time and a Director. We dispatch for Arenac County Sheriff's Department, Au Gres City Police Department, Saginaw Chippewa Tribal Police Department, Michigan State Police, Michigan DNR, Michigan Coast Guard, Arenac County Animal Control, Arenac County Emergency Management, Mobile Medical Response and 5 volunteer Fire Departments. There are 12 townships, 3 cities, 3 villages and 1 unincorporated community. Arenac County has a population of over 15,000 and is a beginning county of being "up north" with travel up US-23, the Sunrise Side Heritage Route. There are over 28,000 acres of recreational and state lands, 50 miles of shore land and 150 miles of rivers and streams. I-75 travels through the county as well as 5 other highways. Arenac County is known for its recreation that includes hunting, fishing, camping, canoeing, kayaking, snowmobiling and many others.

In 2018, Arenac Central logged over 14,500 calls for service, answered over 10,000- 911 calls and an estimated 50,000 administrative calls. We currently work 12 hour shifts, however have worked 8 and 10 hour shifts in the past.

## General Description:

The 911 dispatcher is often the unsung professional of the emergency response team. These professionals, who gather essential information from callers and dispatch the appropriate first responders to the scene, must be able to take control of situations that may be chaotic, heart-wrenching, stressful, confusing, and frenzied. They must be organized, adept at multi-tasking, level-headed, trustworthy and maintain high levels of confidentiality. Their work within emergency response services often places them in the middle of life or death situations, so requirements and training for these positions are often stringent, rigorous and unwavering.

## Qualifications to Apply:

Must be at least 18 years of age

Must have a high school diploma or GED

Must have a valid Michigan drivers license and be eligible to drive

Must submit to a background check with no felony convictions

Must maintain a direct 24/7 phone number to be contacted

Must have reliable transportation

Must be able to handle high stress situations for a long period of time

Must be able to sit or stand up to 12 hours a day

Must be able to type at least 35 words per minute

Must be familiar with Windows and e-mail programs

Must be able to work nights, holidays, and weekends without exception, 911 is a 24/7 operation

Must be able to work reasonable amounts of overtime, sometimes on short notice

Must have the ability to focus and multi-task

Must have good hearing, good vision including ability to see color and dexterity

Must be able to read, speak and communicate English clearly

Must be able to pass a physical and drug testing

Must have previous employment of 6 months or more in a customer service related job

Residing within 50 Miles of Arenac County is preferred

### Essential Duties and Requirements are:

- Knowledge of both 911 and administrative telephone systems.
- Ability to solve practical problems and deal with a variety of variables.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Question callers to determine the location and seriousness of an emergency.
- Relay critical information between callers and emergency responders via radio.
- Coordinates the dispatching of law enforcement and fire first responders, as well as other agencies.
- Ability to learn and use sophisticated computer applications for logging complaints and responding unit status.
- Readily accepts change with both equipment and procedures.
- Follow the requirements of the Law Enforcement Information Network (LEIN) and National Crime Information Center (NCIC) while making inquiries and entries for police officers and local courts.
- Operational Knowledge of FAX, calculators, printers, computers, radio equipment, user level maintenance of computers and printers.
- Ability to follow operational policy and procedure
- Ability to continue education as required through technology changes and state mandates.

### Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate with others in person and by telephone, read regular and small print, view colors, view and produce written and electronic documents, and enter data using a computer keyboard with

repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

Meal breaks are often taken while sitting at the desk. Kitchen facilities are available with access to a full sized refrigerator, hot plate, microwave, toaster oven, toaster and instant pot.

The office area that houses 3 full dispatch stations is a secure/locked facility.

All employees are expected to wear t-shirts, long sleeve t-shirts, polo's or sweat shirts. No tank tops or low cut shirts are allowed. Dress pants or jeans may not have holes, cuts or embellishments. Close toed footwear either in a shoe or boot style is acceptable.

Wages: All wages are based on an hourly rate effective after the dates indicated as negotiated

<u>Dispatchers</u>	<u>1/1/2018</u>
Start	15.74
6 months	16.18
1 year	16.81
2 years	16.98
3 years	17.13
4 years	17.27

An Operations Specialist will be paid \$.48 per hour above the regular hourly rate as set forth in the above scale.

Dispatch Trainee	\$11.50
Part-time employees	\$13.38

### Full Time Benefits:

13 Paid holidays, health insurance, paid time off (PTO) days, life insurance, short term/long term disability, longevity pay based on years of service, MERS B4 Defined Contribution Pension Plan.