

**MACOMB COUNTY
CLASSIFICATION DESCRIPTION**

Classification Title:	Dispatcher
Department:	Sheriff's Office
Hiring Authority:	Sheriff
FLSA Status:	Non-Exempt
Employment Relationship:	Just cause subject to probationary period
Union Representation:	Fraternal Order of Police Labor Council (FOPLC)
Effective Date:	10/9/14; revised 1/27/17

JOB SUMMARY:

Under direction, receives routine and emergency calls, assesses situations and responds accordingly by dispatching appropriate patrol unit(s); EMS, Fire, and/or other responds; enters data from calls into the Computer Aided Dispatch (CAD) system; requests, receives and distributes computerized criminal and/or driving histories and is responsible for maintaining security demanded by federal regulations concerning such information; maintains related logs, records and files; operates CAD system, Law Enforcement Information Network (LEIN) terminal, teletype and police radio equipment.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Receives and transmits routine and emergency messages via telephone, teletype, Computer Aided Dispatch (CAD) system and radio.

Maintains telephone connection or other communication methods with individuals in emergency situations.

Assesses situations and dispatches appropriate patrol unit(s) EMS, Fire, and/or other responders via radio, or CAD system.

Obtains and enters information regarding the caller's name, address and nature of complaint into the CAD system.

Receives radio calls from patrol units requesting criminal and/or driving histories. Retrieves requested data from the Law Enforcement Information Network (LEIN) and transmits data back to officer.

Receives, transmits and re-routes teletype messages between local agencies and other switchboard centers.

Conducts necessary radio and emergency tests.

Performs computer data entry functions related to logs, records, reports and files. Performs minor maintenance on teletype and related equipment.

Sees and hears with corrective measures necessary to understand calls from cell phones or from callers that are in distress.

QUALIFICATIONS (Education and Experience):

REQUIRED:

Possess High School Diploma or GED Certificate.

Pass typing test with a minimum of 25 wpm.

Pass Ergometrics Dispatcher Video test with a minimum of 70%.

Pass a drug screen, physical examination and psychological evaluation.

Must be a resident of the State of Michigan for one (1) year and have United States citizenship.

SKILLS AND SPECIFICATIONS:

Knowledge of law enforcement terminology; LEIN operations, CAD system operations, Sheriff Department policies and procedures; and of teletype, LEIN and police radio equipment.

Ability to operate LEIN, CAD system and related equipment.

Ability to follow written and oral directions.

Ability to ascertain the messages of the public, other departments and agencies in order to receive and transmit them properly.

Ability to effectively speak, write and understand the English language.

Ability to speak and understand a language other than English is preferred.

Ability to establish and maintain effective working relationships with elected officials, Administrators, Department Heads, staff, union officials and the public.

Ability to conduct oneself with tact and courtesy.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Ability to withstand prolonged periods of sitting.

Ability to operate radio, telephone and other telecommunications equipment.

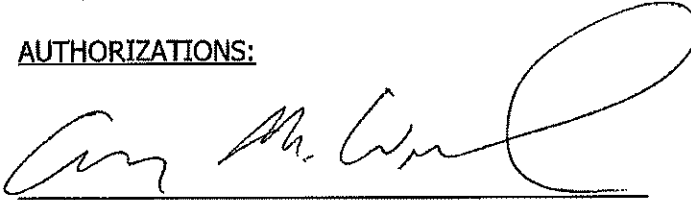
Ability to enter and retrieve information from a computer.

Ability to bend, stoop and reach in order to operate equipment and perform other functions.

Works in area with radio, phone and telecommunication equipment for prolonged periods.

Ability to work varying shifts in a 24-hour a day operation.

AUTHORIZATIONS:



Department Approval

1-27-17
Date


Human Resources and Labor Relations Approval

1-27-17
Date

General Requirements and/or Disclaimers

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

Complies with P.A. 390, as amended, known as the State's Emergency Management Act and the County's Emergency Management resolution as well as all related plans, policies and procedures covered by these statutes.

Be physically able to perform the essential functions of the position, with or without reasonable accommodation.

The Fraternal Order of Police Labor Council (FOPLC) bargaining unit represents this position. Therefore, there may be contract language which could require consideration in the selection process.