
Job Description

PUBLIC SAFETY TELECOMMUNICATOR

Hillsdale County Central Dispatch

Position Description last Updated: 3-2022

General Statement of Essential Job Tasks:

The telecommunicator's primary responsibility is to receive emergency and non-emergency calls, to determine the need and to send police, fire or emergency medical services. They assist units in the field by securing and/or verifying information through computers, department files and records and other sources of available data. Central Dispatch is a 24 hour a day, 365 days a year operation and employees may be required to work any shift, including weekends and holidays and will be required to work some overtime as needed.

Supervision Received:

The telecommunicator is under the general supervision of a Dispatch Supervisor and/or other management staff.

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

Receives calls for emergency and non-emergency assistance.

Collects necessary information on location, nature of incident, status of emergency and other such vital data and records it on computerized equipment using proper grammar, spelling and sentence structure.

Dispatch police, fire and emergency medical agencies in emergency and non-emergency situations.

Disseminates emergency information to responders in a calm, concise and professional manner.

Gives Medical Pre-Arrival instructions including CPR.

Gives accurate directions using point-of-compass terminology.

Performs various computer searches and inputs and retrieves pertinent information to assist emergency services units.

Operates radio consoles, recorders, computer aided dispatch and various other related computerized systems.

Maintains accurate records of complaints, logs and information received on systems provided.

Essential Knowledge, Skills and Abilities:

All Hillsdale County Central Dispatch employees must have the ability to:

Actively listen to others for an understanding of their needs and situations while remaining empathetic towards their needs and situations.

Remain calm in emergency situations while maintaining the ability to act quickly and accurately.

Effectively prioritize situations and information and make appropriate decisions based on information received.

Recognize when to make and implement their own decisions and when to seek guidance and/or clearance from supervisors.

Discern what is considered confidential information and maintain absolute confidentiality.

Maintain a position of neutrality in dealing professionally with the public, the news media and personnel from participating agencies.

Appropriately handle stressful situations while doing several things at one time (multitasking) and remaining focused under stress.

Maintain appropriate and constructive behaviors and attitudes in response to difficult or adverse situations.

Accurately read maps and translate that information verbally to responding units.

Operate multiple computers and perform communication operations in an emergency environment at the same time.

Preferred Education and Experience Requirements:

Graduation from an accredited high school, some college course work is preferred.

Prior experience in customer service, dispatch, emergency services, or criminal justice related work is preferred, but not mandatory.

Proven ability to use computers with demonstrated keyboarding speed and accuracy of at least 35wpm.

Physical Abilities and Other Requirements:

Must pass an employment physical, drug screen, psychological, and background screen performed by a physician approved by Hillsdale County Central Dispatch.

Normal color vision, speech and hearing.

Must be 18 years of age or older.

Must meet standards and training for the State of Michigan Criminal Justice Information System (CJIS) for LEIN access and State Telecommunicator designations.

Obtain and maintain a current Emergency Medical Dispatch (EMD) Certification.

Pursues ongoing professional development in both current trends in communication, dispatch, and emergency service practice as required by the Hillsdale County ETSB in compliance with the State 9-1-1 Committee training standards.

Promote a positive work environment and team atmosphere.