

**MIDLAND COUNTYCENTRAL DISPATCH AUTHORITY (MCCDA)
JOB DESCRIPTION**

9-1-1 TELECOMMUNICATOR/DISPATCHER

Position Summary:

Under the supervision of an assigned Supervisor, performs technical tasks operating telecommunications and related equipment to receive all emergency and non-emergency calls and dispatch law enforcement officers, fire departments and emergency medical services throughout Midland County. Maintains radio communications with all public safety agencies and operates multiple computers and software programs.

Essential Job Functions:

An employee in this position may be called upon to do any of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Answers all incoming emergency and non-emergency 911 calls, collects necessary information on location, nature of incident and status, suspects, weapons, and other pertinent information, determines the priority of the call, which agency should respond and whether to dispatch more than one responder. Answers medical and EMS calls, collects appropriate information on the medical emergency, determines priority of the calls and which emergency response units will respond. Provides paramedics an emergency priority code.
2. Serves as first contact in emergency related situations, including but not limited to, domestic assaults, traffic crashes, house fires, hazmat incidents, ambulance requests, cardiac arrests, natural deaths, police chases, active weapons incidents that could include but not limited to, barricaded gunman, hostage situations, suicides, and multiple injury/fatal incidents.
3. Operates the Computer Aided Dispatch (CAD) computer, inputs pertinent information of location, caller name, and phone number, chooses the correct incident code, supplies all information regarding the call, routes call to the appropriate dispatcher, operates the computer system for both City police and County sheriff.
4. Maintains geographical knowledge of the City and County roads, streets and boundaries, hospitals, schools, major public and private buildings, housing areas, road and street construction, detours and other information that may impact emergency vehicle routing.
5. Operates radio to dispatch appropriate units by priority and availability. Utilizes familiarity with several radio frequencies and the ability to tone out or page the appropriate agency, communicates with field units using the appropriate terminology and technology.
6. Monitors the movement of all public safety units, maintains continual awareness of their location. Maintains continual awareness of all emergency and non-emergency situations and units.
7. Operates the LEIN computer terminal to obtain and or search information on subjects, vehicles, and other information to relay to officers in the field. Determines what information can be provided to the general public. Enters warrants, personal protection orders, probation orders, stolen/abandoned/impounded vehicle information, stolen articles and assists in maintaining related files.
8. Answers non-emergency calls and responds to inquiries, directs calls to appropriate departments and takes messages as needed.
9. Assists public safety personnel by making phone calls to obtain information, calling utility companies, wreckers, and others as requested.
10. Performs the daily City and County Fire Radio Test and announces messages as needed. Performs regular performance of monthly equipment testing to include local television announcement notification for weather situations, school closing information, TDD/TTY testing, Emergency Alert System weekly testing, Warning Siren testing, Michigan Public Safety Communications System Radio, Phase II call testing for latitude and longitude call location.

11. Operates a variety of other equipment associated with the dispatch center operation, monitors security doors after hours, operates the TTY communication system, Midland Government Television (MGTV) message board, alphanumeric paging system, social media, Nixle, EAS, fax, 911 database computer program, copier, City radio system and various other devices and computer programs.
12. Maintains familiarity with local city and county judicial systems and familiarity with local City and County governments.
13. Ability to memorize vast amount of information and utilize same (i.e. unit numbers for ambulance services, City and County fire services, law enforcement personnel, standard operating procedures and call incident types).
14. Monitors the law enforcement center building including panic and fire alarms, generator, UPS, building cameras, door systems and approving building access or denial.
15. Must be available to work day, night, weekends, and holidays (24/7/365) at a minimum notice to fulfill staffing requirements.
16. Participates in community and other agency's education and promotional activities.
17. May perform the duties of a Critical Incident Dispatch Team member. Responsibilities include supplying the incident command staff with accurate and timely documentation of events during unusual or high-risk operations, providing resource management and radio communications for responders assigned to the incident.
18. May perform the duties of a Communications Training Officer (CTO). Responsibilities include the training and evaluation of assigned trainees, updating Deputy Director on training progression, improvement plans or termination recommendations as appropriate and attending regular update and team meetings as deemed appropriate.
19. May perform the duties of an Acting Supervisor in the absence of a Supervisor.
20. Performs other duties as required.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or equivalent and a minimum of one year of progressively more responsible experience in customer service and communication, preferably in a communications/telephone capacity in a public safety environment.
- The 9-1-1 Authority, at its discretion, may consider an alternative combination of formal education and work experience.
- A valid Michigan Vehicle Operator's License.
- Upon completion of successful training requirements, must complete LEIN operator certification, emergency medical dispatch (EMD) certification, CPR and Emergency 9-1-1 Service Standards of Training as adopted by the Department of Licensing and Regulatory Affairs, Michigan Public Service Commission by sections 408*4)© and 413 of 1965 PA 32, MCL 484.1408 and 484.1413. Continuation of certification every 2 years as mandated.
- Ability to learn applicable emergency telecommunications systems, radio communication technology, computer-aided dispatch systems and equipment related to emergency management programs.
- Ability to effectively communicate and present ideas verbally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with emergency callers, representatives of other governmental agencies, professional contacts, elected officials, and the public.

- Ability to behave and communicate in a manner that promotes a positive and professional work environment.
- Ability to assess situations, solve problems, work effectively under stress and changes in work priorities, within deadlines and in emergency situations.
- Skill in the use of office equipment, technology and computer software and programs. Programs currently used include the Microsoft Suite, database entry and maintenance, GIS mapping, Law Enforcement Information Network (LEIN) and dispatch communication software, including but not limited to, Midland Government Television (MGTV), EMnet, Emergency Medical Dispatching (EMD), and Computer Aided Dispatch (CAD).
- Ability to work non-traditional work hours and respond to emergencies on a 24-hour basis.
- Midland County Central Dispatch Authority employees must live within a 50 mile radius of the Law Enforcement Center, located at 2727 Rodd Street within 18 months of training completion.

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 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 office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is moderate.

Wage Scale effective 01/01/2021:

	<u>STEP 1</u>	<u>STEP 2</u>	<u>STEP 3</u>	<u>STEP 4</u>	<u>STEP 5</u>	<u>STEP 6</u>	<u>STEP 7</u>
Hourly	\$18.85	\$19.78	\$20.73	\$21.68	\$22.61	\$23.55	\$24.50
Annually	\$39,208	\$41,142	\$43,118	\$45,094	\$47,029	\$48,984	\$50,960

Benefits

Health Insurance

Eligibility is the 1st of the month after 30 days of employment.

BC/BS Community Blue PPO Platinum

Employee and Family (Spouses that have health insurance available to them through their employer are not eligible for coverage under MCCDA.)

Deductible \$250/\$500

Embedded Coinsurance \$500/\$1000

Out of Pocket Maximum \$6,600/\$13,200

Premium Cost for employee currently \$14.49 per pay. This cost fluctuates based on the maximum cap set by the Department of Treasury for employer contribution.

BC/BS Dental Insurance

Family Continuation Coverage (Dependent Children)

BC/BS Optical Insurance (VSP)

Employee and Family

Life Insurance: Life insurance premiums are equal to 1 year salary.

Short Term Disability

75% of weekly earnings to a maximum of \$750 per week

Benefits payable for 26 weeks

Benefits begin the 8th day for sickness or accident

Eligibility is 6 months after hire date

Long Term Disability

66 2/3% of income to a maximum of \$3,000 per month

Benefits payable for 24 months

Benefits begin after an elimination period of 180 days

Retirement

MERS (Municipal Employees Retirement System)

Benefit B-4, 2.5% multiplier

55 years of age/15 years' service

10 Year Vesting

5 Year Final Average Compensation

Member Contribution Rate: 5%

Other Benefits

Employee Assistance Program (EAP)

Family and Children's Services

AFLAC

Flexible Spending Account

MERS Health Savings Account

Deferred Compensation

On-Site Fitness Center

Uniform Allowance