



# Kalamazoo County Consolidated Dispatch Authority



## JOB DESCRIPTION

### **POSITION: Emergency Communications Officer (ECO) - I** (FLSA Non-Exempt)

#### **SUPERVISED BY:**

Dispatch Supervisor

#### **SUPERVISES:**

None

#### **POSITION SUMMARY:**

Under the direct supervision of an assigned Dispatch Supervisor and the general supervision of the Executive Director and Deputy Director, Emergency Communications Officer I answers and processes emergency and non-emergency calls for law enforcement, fire, medical or other emergency services, and receives and processes queries thru criminal justice and Law Enforcement Information Network (LEIN) systems. This position performs an essential public safety function and shall be available for work in all conditions and in the event of an emergency.

#### **ESSENTIAL JOB FUNCTIONS:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Receives, evaluates and prioritizes all incoming emergency 9-1-1 and non-emergency calls, collects necessary information on location, nature of incident and status, suspects, weapons, and other pertinent information.
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, 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, and routes call to the appropriate dispatcher.

4. Maintains geographical knowledge of area roads, streets and boundaries, hospitals, schools, major public and private buildings, and housing areas.
5. 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.
6. Answers non-emergency calls and responds to inquiries, directs calls to appropriate departments and takes messages as needed.
7. Assists public safety personnel by making phone calls to obtain information, calling utility companies, wreckers, and others as requested.
8. Maintains familiarity with local city and county judicial systems and familiarity with local City and County governments.
9. Operates a variety of other equipment associated with the dispatch center operation including but not limited to: monitors security doors, operates the TTY communication system, copier, fax machine, and various other devices and computer programs.
10. Ability to memorize vast amount of information and utilize same (i.e. standard operating procedures and call incident types).
11. Must be available to work day, night, weekends, and holidays (24/7/365) at a minimum notice to fulfill staffing requirements. Must be available to work on-call as needed. Must be able and available to work 12 hour shifts and overtime as needed, including mandatory overtime.
12. Participates in community and other agency's education and promotional activities.
13. May perform the duties of a Communications Training Officer (CTO). Responsibilities include the training and evaluation of assigned trainees, updating the Dispatch Supervisor on training progression, improvement plans or other recommendations as appropriate and attending regular CTO update and team meetings as deemed appropriate.
14. Performs data entry as needed.
15. 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 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/or communications.
- Prior experience in law enforcement, fire service, EMS, or emergency response dispatch experience is preferred.
- KCCDA, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Upon completion of successful training requirements, must complete LEIN operator 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 and 413 of 1965 PA 32, MCL 484.1408 and 484.1413. Continuation of certification every 2 years as mandated. This shall include emergency medical dispatch (EMD) certification if KCCDA requires it.
- Ability to utilize applicable emergency telecommunications systems, radio communication technology, computer-aided dispatch systems and equipment related to emergency management programs under stress.
- 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.
- Ability to work non-traditional work hours, including significant and mandatory overtime, and respond to emergencies on a 24-hour basis.
- Must pass criminal, credit and other background checks as required by Employer policy.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

#### **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.

While performing the duties of this job, the employee must be able to hear and communicate with others in person and by telephone, read regular and small print, view and produce written and electronic documents, and utilize and enter data on 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. Ability to work 12 hour shifts, to work overtime including mandatory overtime, to be available to work on scheduled days off days and in the event of an emergency.

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

*(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)*