

CHESTERFIELD TOWNSHIP POLICE DEPARTMENT

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POLICE/FIRE/EMERGENCY SERVICE DISPATCHER Job Description & Responsibilities

GENERAL JOB DESCRIPTION

This is a specialized position performing multi-channel emergency radio and communications work for the Chesterfield Township Police Department Dispatch Center (Public Safety Answering Point for police/fire/emergency service personnel). The Dispatcher is responsible for receiving and prioritizing emergency and non-emergency telephone calls from the public and primary Public Safety Answering Point. Work involves evaluating incoming calls to determine appropriate level of police/fire/emergency service personnel required. A Chesterfield Township Police Department Dispatcher dispatches police/fire/emergency service personnel, giving self-help if necessary, and transmitting information and messages upon request according to established procedures. This position monitors public safety units in the field, retrieves and enters computer data, operates TDD/TTY and other related communications equipment. Shift work is performed under general supervision of the on duty road patrol sergeant, but the overall functioning of the dispatch center is overseen by the administrative sergeant and lieutenant.

ESSENTIAL JOB FUNCTIONS AND EXAMPLES OF WORK

- Interacts with callers and walk in complaints requesting emergency/non-emergency response or service from police/fire/emergency service personnel. Uses established protocols and the computer-aided dispatch system to evaluate the situation and take the appropriate actions.
- Retrieves information from callers and transmits information to police/fire/emergency service personnel.
- Follows prescribed protocols to provide emergency medical instruction to callers during high risk situations until appropriate units arrive on scene.
- Monitors and maintains the location and status of police, fire, and emergency medical and other agency units in the field.
- Operates various automated and/or communications equipment including computer assisted dispatch terminal; enters and retrieves data. Monitors and operates TDD/TTY to communicate with hearing-impaired callers.
- Participates in the administration of the Communications Center through the development, implementation and review of procedures, policies and training programs. May assist in training new dispatch personnel.
- Maintains a positive customer service attitude at all times with the public, user agency members, co-workers and supervisors.
- Contributes to the mission, vision and values of the Communication Center.
- Performs general office support assignments. Prepares various forms of documentation including reports and logs.
- Inspects equipment at beginning of each shift to ensure proper operation; reports malfunctions or problems.
- May be required to remain on duty after shift-ends and respond to emergency situations if needed.
- Performs other related assignments, as needed or directed.

MINIMUM EDUCATION AND EXPERIENCE

- Must be at least 19 years of age with a high school diploma or equivalent.
- Prior training and experience as a police/fire/emergency service dispatcher is not required, but hiring preference may be given to those with prior experience.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, LICENSES AND CERTIFICATIONS

- Strong knowledge of the principles, practices and techniques of emergency dispatch.
- Thorough knowledge of computer-aided dispatch systems with technical knowledge of two-way radio systems.
- Working knowledge of FCC rules and regulations governing radio usage.
- Strong communication skills with the ability to express ideas clearly and concisely in written and verbal formats.
- Demonstrated interpersonal skills in order to establish and maintain effective working relationships with co-workers, citizens, community contacts, elected officials, members of other governmental agencies, the general public and command staff members of other departments.
- Ability to exercise judgment under pressure.
- Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality.
- Ability to multi-task efficiently in a fast-paced, stressful environment.
- Ability to operate radio, telephone, and computer systems under routine, emergency and high stress conditions, in a confined work area for long periods of time.
- Ability to operate standard office machines (photocopier, calculator, etc.).
- Primary language for communication is English, but the ability to speak one or more other languages is helpful (particularly Spanish).
- Ability to work 18-hour shifts, overtime and holidays as needed in a 24-hour-a-day, 7-day-a-week operation. Personal telephone is required (land line or mobile) as Dispatchers may be required to return to the Communications Center for additional shifts.
- Must have adequate hearing, manual dexterity and mental disposition in order to remain alert and perform all essential job functions.
- Ability to type a minimum of 30 wpm.
- Must successfully complete Emergency Medical Dispatch training program within allotted time frame.
- Must be willing and possess the ability to pass continued educational opportunities and requirements within the 911 industry; must be willing and able to attend off-site training programs.
- Must have and maintain a valid Michigan Driver's License with a excellent driving record.
- Must be able to drive department vehicles to off-site training sessions or job-related meetings.