

The Charter Township of Bloomfield, MI

Job Description

Classification Title	Dispatcher
Job Code	
FLSA Status	Non-Exempt
Pay Grade	Dispatcher

GENERAL SUMMARY

Receives and broadcasts information through telephone, radio, and several computer systems to ensure safety of officers as well as the public. Entering, modifying, second-party checking, validating, and canceling warrants. He/she is a communications link to the residents, the police department, fire department and other outsource services.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Operates a multi-line telephone console system.
- Provides dispatch and communication support to police, fire, emergency and related services.
- Dispatches and coordinates the responses of public safety services.
- Receives and responds to a variety of emergency and non-emergency calls and complaints.
- Asks questions to interpret, analyze, and anticipate the caller's situation and provides pre-arrival instruction for emergency calls for service.
- Follows department protocols to identify the appropriate number and type of equipment or apparatus to dispatch.
- Monitors and operates a radio console and associated computer equipment.
- Enters, retrieves, modifies and deletes data from LEIN system, CLEMIS, CLEAR systems, and Computer Aided Dispatch system.
- Retrieves and prints daily reports as necessary.
- Monitors prisoners, holding cells, and other pertinent areas of Township property.
- Provides professional customer service to citizens at the front desk.
- Performs other duties as required.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- High School Diploma/GED
- Less than 1 year experience

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- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

Licenses or Certifications

Basic Dispatch Certification, EMD certification

Law Enforcement Information Network (LEIN) Certification

OTHER JOB REQUIREMENTS

None.

PREFERRED QUALIFICATIONS

None.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Best practices used in dispatch operations
- State and local laws, standards, guidelines, codes, and ordinances
- Relevant Bloomfield Township policies and procedures

Skill in:

- Use of relevant computer software as necessary

Ability to:

- Perform and complete multiple duties concurrently and in a timely manner
- Interpret and apply various laws, regulations, and policies
- Establish and maintain effective working relationships
- Communicate effectively verbally and written with various personnel
- Work a flexible schedule as necessary
- Meet schedules and deadlines of the work
- Maintain the confidentiality of information and professional boundaries
- Perform work in a stressful environment and in stressful situations
- Read maps, street locations, building and block numbers
- Listen and communicate effectively through hearing and clear speech
- Listen and type simultaneously

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate		X	
Individuals with known violent backgrounds		X	
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Communicable diseases		X	
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals or substances	X		
Loud noises (<i>85+ decibels</i>)	X		

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work - Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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