



West Bloomfield Township Full-Time Public Safety Dispatcher

The Charter Township of West Bloomfield is accepting applications for a Public Safety Dispatcher position at our Police Department. Duties may include: performs a full range of radio and telephone operational duties in the 24 hour facility; input, update and retrieve confidential information quickly from a variety of computer systems; answer calls for assistance and dispatch police, fire, medical, rescue, and water units; monitor Township radio networks to receive, relay and transmit messages; receive and direct calls and visitors to the appropriate department and/or individual, and conduct record checks, maintain radio logs and perform other clerical duties.

Minimum qualifications: High school diploma or equivalent, with some Police Dispatching experience preferred.

This full-time position offers a complete benefit package with a starting salary of \$40,642.11. This position trains on all 3 shifts, but will end up being an afternoon or midnight shift after training is completed.

Applications can be obtained from our web-site: www.wbtownship.org/jobs, at the Human Resources Department, 4550 Walnut Lake Road, West Bloomfield or by calling (248) 451-4795. **Applicants must complete an employment application to be considered for this position.** Applicants who submit a completed application will be invited to take (and must pass) a computerized exam to be considered for an interview.

Applications must be received by Friday, August 30, 2019

EOE



WEST BLOOMFIELD TOWNSHIP

Job Description

Public Safety Clerk-Dispatcher

Drafted: 06/09/06

Adopted: 08/14/2006

Pay Grade: D00 – D05

General Summary:

Perform a full range of radio and telephone operational duties in the 24 hour facility. Inputs, updates and retrieves confidential information quickly from a variety of computer systems. Takes calls for assistance and dispatches police, fire, medical, rescue, and water units. Monitors Township radio networks to receive, relay and transmit messages. Receives and directs calls and visitors to the appropriate department and/or individual. Conducts record checks, maintains radio logs and performs other clerical duties.

Representative Duties and Responsibilities which may be considered Essential Function(s):

Clerical:

- Answers: phones, inquiries providing information regarding departmental procedures and policies. Assists walk in visitors. Follows up on complaints, transactions, police reports as necessary.
- Prepares: correspondence, keyboards correspondence, copies of required materials, daily journals and reports.
- Distributes: reports (fax & mail) and correspondence from various stations and town hall.
- Files: records and correspondence to physical files and retrieves matters from.
- Enters: and edits police reports into databases including CLEMIS computer terminal.
- Maintains: records of the Computer aided Dispatch system, LEIN/NCIC entries, missing persons, breath/blood BAC results, warrants, stolen / recovered / impounded, abandoned vehicles or property; call lists.
- Operates: CLEMIS and LEIN terminals to enter and edit police reports, check driving and criminal records, wants or warrants, vehicle registration information; and statistical information.
- Processes: forms and report such as incident and arrest reports, juvenile petitions, etc.

Control / Technical:

- Processes: incoming calls for assistance including all emergency 911, obtaining essential information concerning emergency / problem, determines the nature, urgency and location of the request, prioritizes and dispatches the proper personnel to deal with the emergency / problem.
- Monitors: Township radio networks and teletype messages to receive, relay and transmit messages; jail and outside cameras set up around the dispatch center; and communicate with prisoners via the intercom system.
- Provides: CPR/Pre-Arrival instructions for Medical Emergencies.

Special Items:

- May be assigned unique tasks to the department within the competency level of the other tasks described in this document.
- The preceding statements are intended to describe the general nature and level of work being performed by personnel assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified. Performs other related duties as required.

Qualifications:

- High School Graduation or equivalent required. Prefer some business college training in office and communication skills.
- Familiarity in the use of computers or computer based equipment preferred.
- After 6 months, must possess State certifications including CPR and EMD, certified in operating LEIN and NCIC systems.
- Maintain 24 hours of bi-yearly training in criminal justice and /or communication topics.
- Willingness and ability to work different shifts including nights, holidays, and weekends.

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. Additional experience or education may be substituted on a two for one basis to meet minimum requirements. See ADA requirements for additional requirements.

Equipment and Tools Used:

Personal computers, copiers, PC Microsoft Word, maps, 911 equipment, dispatch equipment, fax, phone systems, video recording equipment, LEIN and NCIC, and other Police Software.

Abilities:

Math - An understanding of percentages, fractions, ratios, rates, measurements and calculations is required.

Abilities (continued):

Reading - Ability to read, comprehend, and interpret moderately complex manuals and instructions (including ordinances).

Writing - Ability to write instructions and communicate problems, procedures for supervision or for others. Ability to write correspondence to employees, customers, as well as state and federal agencies.

Speaking - Ability to clearly communicate information and questions related to all aspects of the job in person and over the phone using correct English. Ability to exercise considerable judgment and discretion when handling emergency request and sensitive matters.

Operate – computer aided dispatch system and terminals and technical equipment used in the dispatch function, and as necessary to multi-task / handle frequent interruptions working calmly under sometimes stressful situations.

Physical Requirements:

Lifting - up to 30 pounds on an occasional basis

Pushing - ability to transfer/push materials up to 60 lbs by pushing or the use of lift carts.

Movement - Ability to maneuver as necessary to use copier and personal computer equipment or supplies.

Kneeling, stooping occasionally.

Walking - frequently; Standing - occasionally; Sitting - constantly

Use of hands - constantly

Reaching - frequently

Vision - near vision required, color vision required.

Hearing - must be able to hear and understand normal speech in same room and on phone.

Environment and Hazards:

Noise - office environment.

Electrical hazards - rarely.

Caustic chemicals - no.

Extreme outdoor temperatures - no.

Traffic hazards – no.

Atmosphere hazards - no.

Moving equipment hazards - no.

Slip hazards – no.

Building hazards – no.

Dangerous persons - rarely.

High Pressure lines – no.

Heights – no.

Weapons - occasionally.

Dust – no.

Biohazards – rarely.