

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**EMERGENCY DISPATCHER**

**JOB DESCRIPTION**

Employees in this job dispatch state police or conservation officers, municipal law enforcement officers, fire suppression personnel, medics, and/or other emergency services personnel to scenes of accidents, crimes, or other emergencies.

There are three classifications in this job.

**Position Code Title – Emergency Dispatcher-E**

Emergency Dispatcher 7

This is the intermediate level. The employee performs a variety of emergency dispatch assignments while learning Department of State Police or Department of Natural Resources methods and techniques required to carry out the duties of the job. Work is performed under close supervision and assignments may be reviewed in progress.

Emergency Dispatcher E8

This is the experienced level. The employee performs a full range of emergency dispatch assignments in a Department of State Police or Department of Natural Resources post or communications center under general supervision. Methods and procedures in the form of laws, regulations, rules, policies, etc., are provided, and the employee uses independent judgment in applying these methods and procedures to specific situations.

**Position Code Title – Emergency Dispatcher-A**

Emergency Dispatcher 9

This is the advanced level. The employee functions as a lead worker overseeing the work of others.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Provides assistance to the general public, state, federal, and local agencies in emergency and non-emergency situations.

## **EMERGENCY DISPATCHER**

### **PAGE No. 2**

Interviews callers to obtain preliminary report of incident, criminal activity, fire, medical emergency, or other emergency, and gains sufficient information to properly respond and dispatch appropriate assistance.

Determines priorities of multiple requests for assistance based on nature of crime or incident.

Coordinates deployment of state police or conservation officers, local law enforcement officers, fire officers, park officers and/or other emergency and/or department personnel based on nature of incident or crime.

Monitors and maintains radio communication with state police or conservation officers and other field personnel (patrol units, intelligence cars, fire marshal vehicles, bomb disposal units, divers, aircraft, and water craft vehicles, fire units, medics, and/or other emergency personnel) to ensure their safety, determine availability of units, and deploy back-up when necessary.

Provides searches of pertinent records and/or computerized data; selects proper informational material; interprets information to requesting law enforcement personnel.

Enters data into various computerized systems.

Monitors electronic communication systems such as: alarm panels, National Warning System (NAWAS), Department of Natural Resources radios, Department of Transportation radios, Radio Control Monitor (RCM), Automatic Vehicle Locator/Global Positioning System (AVL/GPS), and other local radio communications systems; takes appropriate action where necessary.

Determines locations of events, crimes, or incidents using maps; notifies emergency response and/or department personnel of most appropriate route.

Collects and disseminates information on weather and/or road conditions.

Prepares periodic reports by retrieving and compiling data in accordance with established procedures or specific instructions.

Provides courtroom testimony regarding criminal and/or traffic cases.

Provides information to the media or press secretary regarding crimes, accidents, and other emergency incidents.

Maintains radio and incident and/or alert logs.

Performs typing and filing duties incidental to assigned tasks such as typing and filing cards, labels, forms, reports, etc.

## **EMERGENCY DISPATCHER**

### **PAGE No. 3**

Provides by telephone and radio, CPR, first aid, and other life saving instructions.  
(Department of State Police only)

Resolves problems and answers questions for lower-level Emergency Dispatchers.

Maintains security of post or communications center in absence of post commander or immediate supervisor.

Enters warrants into LEIN, maintains warrant files, and cancels warrants when appropriate.

Performs related work as assigned.

### **Additional Job Duties**

#### **Emergency Dispatcher 9 (Lead Worker)**

Coordinates the work of the unit by scheduling, assigning, and reviewing work assignments, establishing priorities, and overseeing the completion of the work on an assigned shift.

Reviews the work of others for accuracy and assures that the work meets quality standards.

Provides training for lower-level Emergency Dispatchers.

Handles more complex situations which demand a higher level of knowledge and skills.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

**NOTE:** Developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of communication devices and equipment.

Knowledge of effective human relations and communications techniques.

Knowledge of general record keeping and filing systems.

Ability to react and make decisions quickly and accurately in extremely stressful and life threatening circumstances.

Ability to quickly sort and prioritize information regarding multiple incidents.

## **EMERGENCY DISPATCHER**

### **PAGE No. 4**

Ability to obtain, retain and analyze information from distraught, distressed, or incoherent callers.

Ability to respond in a calm and effective manner.

Ability to learn basic first aid, CPR, and other life saving techniques. (Department of State Police only)

Ability to learn and follow procedures specified for emergencies such as tornadoes, fires, floods, roadblocks, hostage situations, traffic accidents, murders, robberies, etc.

Ability to receive and transmit information clearly and concisely.

Ability to learn radio operation and related communications equipment procedures and regulations.

Ability to learn and understand the differences in various felony and misdemeanor criminal statutes.

Ability to retain a multitude of facts regarding multiple accidents, crimes, or other emergency incidents.

Ability to maintain favorable public relations.

Ability to compile written reports and logs.

Ability to learn computer terminal operations.

Ability to record relevant information correctly and completely.

Ability to quickly and accurately read and understand maps and effectively direct emergency response and/or department personnel to the scene of a crime or incident.

Ability to function as a member of a law enforcement team.

Ability to use equipment related to the work.

Ability to type as required for the work.

Ability to work independently.

### **Additional Knowledge, Skills, and Abilities**

#### **Emergency Dispatcher E8 and 9**

Ability to provide by telephone and radio, CPR, first aid, and other life saving instructions. (Department of State Police only)

## **EMERGENCY DISPATCHER**

### **PAGE No. 5**

Ability to solve problems and explain work instructions to lower-level Emergency Dispatchers.

Ability to maintain post or communications center security in the absence of the post commander or immediate supervisor.

#### **Emergency Dispatcher 9**

Ability to organize and coordinate the work of the unit.

Ability to explain instructions and guidelines effectively to others.

Ability to determine work priorities and assign work to employees.

#### **Working Conditions**

The work is typically performed at a post or other communications center.

Employees are required to work various shifts associated with a 24-hour, 365-day operation, and may be required to wear uniforms.

#### **Physical Requirements**

The job duties require an employee to work under stressful conditions.

The job duties require an employee to be absent of any physical limitation which would impair effective performance in the Department of State Police or Department of Natural Resources.

#### **Education**

Educational level typically acquired through completion of high school.

#### **Experience**

##### **Emergency Dispatcher 7**

One year of experience working in an emergency response situation such as law enforcement, fire, military, hospital, paramedical, or related field of work; or using communication devices and equipment to dispatch personnel or vehicles.

##### **Emergency Dispatcher E8**

One year of experience equivalent to an Emergency Dispatcher 7.

##### **Emergency Dispatcher 9**

One year of experience equivalent to an Emergency Dispatcher E8.

**EMERGENCY DISPATCHER**

**PAGE No. 6**

**Special Requirements, Licenses, And Certifications**

Positions at the Department of State Police may be required to possess CPR certification.

Candidates for positions at the Department of State Police are required to pass the agency-administered examination that tests the applicants' computer and other dispatching-related skills.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

<b><u>Job Code</u></b>	<b><u>Job Code Description</u></b>	
EMERGDISP	Emergency Dispatcher	
<b><u>Position Title</u></b>	<b><u>Position Code</u></b>	<b><u>Pay Schedule</u></b>
Emergency Dispatcher-E	EMRGDISE	W41-006
Emergency Dispatcher-A	EMRGDISA	W41-011

ECP Group 1  
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