



## INGHAM COUNTY 9-1-1 CENTRAL DISPATCH

710 East Jolly Rd. Lansing, MI 48910 (517) 244-8098  
Lance A. Langdon, Director - Bruce Gaukel, Deputy Director

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Ingham County 9-1-1 Central Dispatch Center  
Position Posting for: 9-1-1 Emergency Telecommunicator  
Opening Date: December 1, 2015  
Closing Date: Until Filled

Contact Person: Erica Foress, Administrative Assistant  
Telephone: (517) 244-8098  
Email: [eforess@ingham.org](mailto:eforess@ingham.org)

Ingham County Website: [911.ingham.org](http://911.ingham.org)

Under the supervision of the Director or his/her designee and in a 24 hour work environment, the Emergency Telecommunicator receives emergency calls from the public in need of law enforcement, fire, medical or other emergency services. Determines the location and priority of the emergency and dispatches appropriate emergency units. Answers non-emergency calls for assistance and processes criminal justice information. Monitors multiple public safety radio talk groups and operates a variety of communication/computer equipment. Works 12 hour shifts, overtime shifts including mandatory overtime and must be available to work on scheduled days off and in the event of an emergency.

### **Required Documents:**

Resume, cover letter, application

### **Education:**

High School Diploma or equivalent is required. College course work in Criminal Justice, Emergency Services, Public Safety or related field preferred

### **Experience:**

Prior experience in law enforcement, fire service, EMS, high volume customer service center or emergency response dispatch experience is strongly preferred.

### **Other Requirements:**

Must pass a data entry/keyboarding test. Must be able to achieve and maintain LEIN processing status. Must pass criminal, credit and other background checks as required by the County. CPR, EMD or advanced first-aid training is preferred. A general knowledge of local streets and traffic patterns is preferred.