

**State of Michigan**  
**Civil Service Commission**  
 Capitol Commons Center, P.O. Box 30002  
 Lansing, MI 48909

Federal privacy laws and/or state  
 confidentiality requirements protect  
 a portion of this information.

## POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

<b>2. Employee's Name (Last, First, M.I.)</b>  	<b>8. Department/Agency Michigan</b> State Police
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> State Services Bureau
<b>4. Civil Service Classification of Position</b> Emergency dispatcher 7/8	<b>10. Division</b> Intelligence Operations Division
<b>5. Working Title of Position (What the agency titles the position)</b> Emergency Dispatcher	<b>11. Section</b> Operations Section
<b>6. Name and Classification of Direct Supervisor</b> Jaclyn Haag, Department Supervisor 11	<b>12. Unit</b> Gaylord Regional Communication Center
<b>7. Name and Classification of Next Higher Level Supervisor</b> Jonathon Whitford, Dept Mgr 14	<b>13. Work Location (City and Address)/Hours of Work</b> 931 S. Otsego Ave., Gaylord, MI 49735 24 x 7 operation – varying shifts
<b>14. General Summary of Function/Purpose of Position</b>  The dispatcher is an essential and crucial part of the law enforcement team. Dispatchers act in partnership with police officers working the road and supply critical information and crucial services for their day to day operation. Preliminary investigations, interpretations of complex computer printouts, coordinating the deployment of emergency personnel and equipment during any crisis situation and routine assignments. A working knowledge of interrogation techniques, CPR and Basic First Aid is required for this position. This position will perform functions in a bias free manner.	

**15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.**

**List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.**

Duty 1

**General Summary of Duty 1**                      **% of Time 25 \_\_\_\_\_**

Responsible for responding to radio/telephone inquiries at central communication facilities or State Police posts from law enforcement agency personnel and the general public concerning complaints, emergency situations, crimes, crimes in progress, motor vehicle registration, etc.

**Individual tasks related to the duty.**

- Independently research numerous sources to actually perform a preliminary investigation on all criminal complaints received.
- Extract critical data from persons reporting accidents or serious crimes.
- Comply with Federal Communication Commission requirements and guidelines and departmental orders including maintaining a complete and accurate radio and incident log.

Duty 2

**General Summary of Duty 2**                      **% of Time 25 \_\_\_\_\_**

Monitor and maintain 24 hour communication with department and field personnel (patrol cars, intelligence cars, fire marshal vehicles, bomb disposal units, diverse aircraft and department watercraft and vehicles used by the Governor) via two-way radio network to determine what units are available to answer calls and to ensure their safety.

**Individual tasks related to the duty.**

- Coordinate and deploy emergency equipment, additional personnel and available resources that may be needed by the police unit on the scene.

Duty 3

**General Summary of Duty 3**

**% of Time 25 \_\_\_\_\_**

Initiate and/or respond to teletype messages from other police agencies in Michigan or departments in other states via the National Law Enforcement Teletype System through the LEIN system to ensure complete communications, using proper procedure and police language message format.

**Individual tasks related to the duty.**

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#### Duty 4

##### **General Summary of Duty 4**

**% of Time 15 \_\_\_\_\_**

Access and extract vital information through various computer systems at the request of law enforcement agency personnel. Enter and/or update via LEIN & NCIC systems warrants for wanted persons, stolen articles, vehicles, etc. Improper procedure or inaccurate information entered into the system could result in a false arrest of individual, lawsuits against the State Police and criminal prosecution of radio dispatchers.

##### **Individual tasks related to the duty.**

- Independently interpret and disseminate data received from the following systems to law enforcement agency personnel. Send and receive administrative police messages via computer systems throughout the country.
- Law Enforcement Information Network (LEIN) – Wanted persons, stolen articles, guns, boats, vehicles and securities.
- Computerized Criminal History Files (CCH) – Statewide and national file searches to reveal information for officers on patrol and police agencies not having LEIN terminals.
- National Crime Information Center (NCIC) – Wanted persons, stolen articles, securities, boats, guns and vehicles.
- Secretary of State System (SOSS) – Motor vehicles registration information and driver license records.

#### Duty 5

##### **General Summary of Duty 5**

**% of Time 5 \_\_\_\_\_**

May be required to testify in court regarding any procedures or information transmitted/received via radio/telephone to or from law enforcement agency personnel or general public.

**Individual tasks related to the duty.**

Duty 6

**General Summary of Duty 6**                      **% of Time 5 \_\_\_\_\_**

Give instructions in CPR and Basic First Aid to untrained citizens over a telephone/radio.

**Individual tasks related to the duty.**

- 16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.**

Determine emergency priorities in deploying police, fire or emergency vehicles when more than one emergency call is received. Making judgment as to mental stability of certain callers in evaluating their request for assistance.

- 17. Describe the types of decisions that require your supervisor's review.**

When a police tactical procedure is unfamiliar. Determining between criminal and civil law relative to requests for service. When responding to requests for special operation teams (ES Team, Canine Unit, Underwater Recovery Unit, etc.)

- 18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.**

This position is required to spend long hours sitting while utilizing computer terminals, telephones and radio equipment. This position may be required to work long hours and extra shifts as needed in order to maintain a fully staffed and operational dispatch center.

- 19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)**

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

- 20. My responsibility for the above-listed employees includes the following (check as many as apply):**

<input type="checkbox"/> Complete and sign service ratings.	<input type="checkbox"/> Assign work.
<input type="checkbox"/> Provide formal written counseling.	<input type="checkbox"/> Approve work.
<input type="checkbox"/> Approve leave requests.	<input type="checkbox"/> Review work.
<input type="checkbox"/> Approve time and attendance.	<input type="checkbox"/> Provide guidance on work methods.
<input type="checkbox"/> Orally reprimand.	<input type="checkbox"/> Train employees in the work.

21. *I certify that the above answers are my own and are accurate and complete.*

\_\_\_\_\_

Signature

Date

**NOTE: Make a copy of this form for your records.**

**TO BE COMPLETED BY DIRECT SUPERVISOR**

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Agree as written

23. What are the essential duties of this position?

To provide emergency response service to law enforcement agencies and the general public.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

**25. What is the function of the work area and how does this position fit into that function?**

To provide police radio dispatching duties at State Police posts and centralized dispatch communications centers which involve State Police, county and local officers.

**26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Knowledge and skills typically acquired through completion of high school.

**EXPERIENCE:**

One year of experience equivalent in responsibility to an Emergency Dispatcher 7

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to work effectively under pressure and stressful situations. Ability to think and act quickly to respond to emergency situations. Ability to speak clearly and ability to communicate effectively with others.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

LEIN Certification  
CPR and Basic First Aid

*NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.*

***27. I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

29. *I certify that the entries on these pages are accurate and complete.*

\_\_\_\_\_  
\_\_\_\_\_  
Appointing Authority's Signature

\_\_\_\_\_  
Date