

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.	
2. Employee's Name (Last, First, M.I.)	8. Department/Agency DNR-NATURAL RESOURCES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description EMERGENCY DISPATCHER-E	10. Division Law Enforcement
5. Working Title (What the agency calls the position) Dispatcher	11. Section Communication
6. Name and Position Code Description of Direct Supervisor BEHNKE, JILL E; EMERGENCY DISPATCH SPV-1	12. Unit 6070
7. Name and Position Code Description of Second Level Supervisor CLEMENTE, DOMINIQUE R; EMERGENCY DISPATCH SPV-2	13. Work Location (City and Address)/Hours of Work 525 W ALLEGAN ST; LANSING, MI 48933 / Varied/All Shifts/Holidays and Weekends/24X7
14. General Summary of Function/Purpose of Position	
<p>Provide officer safety capabilities through the use of statewide radio equipment, Computer Aided Dispatch (CAD) system, and telephone contact with conservation officers and dispatch requesting of other law enforcement agencies personnel to provide back-up or other assistance.</p> <p>Provide conservation officers with information received from criminal justice, department and other databases.</p> <p>Receive, analyze, and dispatch to conservation officers information received from the public, other law enforcement agencies, and government entities through the Report All Poaching phone and text hotline that indicate violation of natural resources and other state laws.</p> <p>Provide informational services to the public on matters relating to natural resources laws and programs.</p> <p>The operation is 24X7, including nights, weekends, and holidays. The position requires mandatory overtime and changes in scheduled hours, days off, and assigned shifts.</p>	

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

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary: **Percentage: 35**

Assist needs of patrol units.

Individual tasks related to the duty:

- Assist needs of patrol units and provide back-up, support services, or equipment as needed.
- Take the initiative to run file checks on persons, vehicles and craft to provide the patrol units with appropriate information.
- Take other investigatory action as needed to keep patrol units advised of licensing requirements and validity.
- Effect decisions based on knowledge of proper priority of calls and services.

Duty 2

General Summary: **Percentage: 35**

Receive, analyze and dispatch complaint information.

Individual tasks related to the duty:

- Receive, analyze, and dispatch complaint information utilizing radio, computer, telephone, email, text, CAD, or fax to conservation officers and district offices statewide.
- Must be knowledgeable of statutes and rules or be able to access appropriate information to determine if complaints constitute criminal or civil violations or if activities described are legal.
- Requires knowledge of Michigan's geographical areas.
- Must be able to interact with complainants to elicit complete and accurate information.

Duty 3

General Summary: **Percentage: 15**

Manipulate and disseminate data.

Individual tasks related to the duty:

- Efficiently manipulate and broadcast criminal justice data retrieved from LEIN, NCIC, and other system terminals.
- Enter criminal justice data into appropriate systems and ensure information is current and accurate.
- Manage criminal arrest warrants from throughout the state and be able to accurately inform conservation officers and other criminal justice agencies of the status of individual warrants.
- Maintain Report All Poaching complaint files ensuring the files are current and dispatch complaints to officers by radio, telephone, CAD, and/or e-mail.
- Access department files/systems for licensing and prior arrest information as needed by patrol units.

Duty 4

General Summary: **Percentage: 10**

Clerical support.

Individual tasks related to the duty:

- Typing and filing of unit paperwork.
- Prepare reports pertinent to the operations of the Communications Section.
- Maintain detailed and accurate radio, complaint, and other logs.
- Provide general clerical support, upon request, to other Law Enforcement Division sections and DNR units.
- Direct callers to different departments and /or offices as appropriate.

Duty 5

General Summary: **Percentage: 5**

Miscellaneous.

Individual tasks related to the duty:

- Other duties as assigned.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Determine officer safety conditions and dispatch and/or coordinate emergency or non-emergency support to conservation officers, other DNR employees, or others as needed.

Determine if complaints received are legitimate and warrant dispatching to a patrol unit or if complaints are to be used for information only. Determine which officer to contact. Determine if other law enforcement agencies should be contacted when unable to dispatch to conservation officer. Determine if calls should be transferred to another division or agency. Individual integrity is required due to confidential nature of duties.

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

Specific law questions requiring detail. Abnormal requests.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Majority of work will be office related in the Lansing area, using computer hardware and software systems, radio, and telephones.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities 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. |

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

Yes

23. What are the essential functions of this position?

This position provides officer safety through communications and the opportunity for others to make reports of natural resource-related violations. Evaluate and properly dispatch valid complaints to conservation officers. Provide informational services to the general public and others. Perform clerical and general office functions. Assist in training of new staff.

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

Update PD to reflect current duties. No current PD on file

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

This work area is responsible for the operation of the DNR Law Enforcement electronic communications equipment statewide to achieve reliable communications with conservation officer. To provide officer safety capabilities. To receive and dispatch reports of violations of natural resources laws. To disseminate information to the public relating to natural resources laws and department programs.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Emergency Dispatcher 7

No specific type or amount of experience is required.

Emergency Dispatcher E8

One year of experience equivalent to an Emergency Dispatcher 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

Computers, typing, filing, clear calm voice, and knowledge of Michigan geography. Ability to work varied shifts.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None

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

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

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

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

Appointing Authority

Date

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.

Employee

Date