

## Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

**Position Code:**

**Civil Service Class and Level:** Emergency Dispatcher 7-E8

**Working Title (What the agency calls the position):** Emergency Dispatcher

**Name and Position Code Description of Direct Supervisor:** Jaclyn Haag, Department Supervisor 11

**Department/Agency:** Michigan State Police

**Bureau (Institution, Board, or Commission):** State Services Bureau

**Division:** Intelligence Operations Division

**Section:** Operations Section

**Unit:** Gaylord Regional Communication Center

**Work Location (City and Address)/Hours of Work:** 931 S. Otsego Ave., Gaylord, MI 49735 24 x 7 operation – varying shifts

**General Summary of Function/Purpose of Position:** 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.

### Assigned duties and tasks for each duty.

**Duty 1:** 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 in progress, motor vehicle registration, etc.

- 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:** 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.

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

**Duty 3:** 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.

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**Duty 4:** 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.

- 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:** 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.

**Duty 6:** Give instructions in CPR and Basic First Aid to untrained citizens over a telephone/radio.

**Types of decisions made independently and whom or what those decisions affect:** 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.

**Types of decisions that require the 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.)

**Physical effort used to perform this job and environmental conditions of this position:** 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.

**Names and classes and levels of employees whom this position immediately supervises:**

**The essential functions of this position:** To provide emergency response service to law enforcement agencies and the general public.

**The function of the position's work area and how it fits 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.

**Minimum education, experience, and credentials typically needed to perform the position's essential functions:**

**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