




Delta County Central Dispatch is seeking applicants for a 911 Dispatcher position. This will be a Full-time position that will include a 14 week on the job training.

This position performs a variety of clerical, administrative, and technical work relating to receiving and dispatching emergency information at the Delta County Central Dispatch Communications Center, located within the Escanaba Department of Public Safety building.

Applicants must maintain a residence within twenty (20) miles from the nearest boundary of Delta County, Michigan. Applicants must have a high school diploma and must have exceptional interpersonal/communication skills. Applicants must also have a working knowledge of computers and electronic data processing equipment and should be familiar with Delta County and its geography. Dispatch experience is preferred but not required.

Full-time dispatchers are scheduled for 40 hours a week, and the starting pay is \$19.98 per hour. Candidates should submit their application (link below), letter of interest, and resume via e-mail to [hcook@deltacountymi.gov](mailto:hcook@deltacountymi.gov), or by postal mail to: Delta County Central Dispatch Attn: Jen Peterson or Holly Cook, 1900 3<sup>rd</sup> Ave N, Escanaba, MI 49829. Applications will be accepted until position is filled.

[Delta County Employment Application \(deltacountymi.gov\)](http://deltacountymi.gov)

	<p><b>JOB DESCRIPTION</b></p> <p><b>911 DISPATCHER</b></p>
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**GENERAL PURPOSE**

Collects information and dispatches appropriate personnel and equipment to Police/Fire/EMS calls for service in Delta County.

**SUPERVISION RECEIVED**

Direct supervision by the Director and Deputy Director of Delta County Central Dispatch.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Monitor and/or answer phone calls and radio traffic
- Gather information and relay calls or information to appropriate personnel
- Coordinate appropriate countywide response to calls for service for Police/Fire/EMS
- Document and broadcast nature, location, and time of incidents
- Maintain logs on radio and telephone communications
- Maintain dispatch center work area and equipment in clean and working condition
- Interact with the public supervisors, and fellow employees in a polite and positive manner
- Compose, type, and edit correspondence, reports, memoranda, and other documents requiring judgment as to content, accuracy, and completeness
- Promote a positive image for Delta County Central Dispatch

**CONSEQUENCE OF ERROR**

Endangerment of life, safety, or health

**MINIMUM QUALIFICATIONS**

- High school diploma
- Coursework or equivalent experience in office administration
- Working knowledge of computers and office practices
- Strong interpersonal, written, and oral communications skills
- Function well under pressure
- Knowledge of Delta County geography
- Ability to multi-task

**TOOLS AND EQUIPMENT USED**

Phones, radio communications equipment, computers, copier, fax, and printers

**SELECTION GUIDELINES**

Selection is based on strength of application, education, experience, oral interview, and reference checks. Job related tests may be required.

**PHYSICAL DEMANDS**

Frequently required to sit, talk, hear, walk, use hands, handle, feel, grasp, and reach. Occasionally

Required to stoop, kneel, crouch, balance, lift up to 10 pounds. Vision requirements include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

Work is performed inside an office environment. The noise level is quiet to moderate.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and the employee. This description is subject to change as the needs of the job change.

The duties described herein are representative of those performed by an employee in this position. Reasonable accommodations will be made to enable individuals with disabilities to perform job functions.

**Delta County Central Dispatch is an Equal Opportunity Employer**