



PATRICK J WHITEFORD  
SHERIFF

COUNTY OF KALKASKA  
OFFICE OF THE SHERIFF  
P. O. Box 1119 – 605 North Birch Street  
KALKASKA, MICHIGAN 49646  
(231) 258-8686

DAVID L. WAGNER II  
UNDERSHERIFF

## **Emergency Call Taker / Dispatcher**

### GENERAL SUMMARY

Primary function of the job is to answer 9-1-1 emergency and non-emergency telephone calls and dispatch emergency and non-emergency units and personnel, as well as provide emergency medical instructions to callers,

Work requires interpretation, analysis, and anticipation of effect in order to resolve problems. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations. Central Dispatch is a 24 hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.

### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Takes emergency and non-emergency requests for assistance, dispatching appropriate unit, and maintaining contact with responding units to gather and supply information.
- Monitors police traffic interacting with citizens, witnesses, suspects, and/or other applicable parties to assist in the safety of personnel and gather and report on information.
- Enters a variety of information into applicable database(s) to allow dispatch to occur quickly.
- Answers routine questions for emergency service staff and the public.

- Performs various computer checks, input, and retrieval of information to assist emergency services staff.
- Sorts, files, and maintains materials (paper, computer or imaging), retrieves file materials, and keeps accurate record of file movement.
- Obtains critical data from various sources for warrants and enters into LEIN and local data base.
- Provides emergency medical instructions via communication equipment, verbatim, per a prescribed format.
- Tracks arrests and prepares related paperwork for data entry.
- Enters a variety of information into applicable database(s).
- Receives and processes a variety of time sensitive data and information in assigned area of responsibility.
- May perform other support staff functions as requested.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D.