



MASON-OCEANA 911 JOB DESCRIPTION

POSITION: PART-TIME TELECOMMUNICATOR

REPORTS TO: SUPERVISORS AND OPERATIONS MANAGER

SUMMARY OF POSITION: Intake requests for and dispatch emergency and non-emergency units and personnel. The part-time telecommunicator supplants both regular shift openings and also fills in for full-time telecommunicators during sick, vacation, training, and personal time off. Part-time employees must have 24/7 availability and be willing to work holidays, nights and weekends.

ESSENTIAL JOB FUNCTIONS

1. Facilitates calls for emergency and non-emergency requests for assistance
2. Receives and refers complaints and information to appropriate agencies
3. Gathers and supplies information to responding units in calm, efficient manner
4. Provides emergency medical instructions via communications equipment per prescribed format
5. Performs various computer checks, input and retrieval of pertinent information to assist emergency services personnel
6. Maintains accurate records of complaints, logs and information received

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- High School or equivalent required
- Paper and digital map reading
- Performance of job responsibilities with a minimum of supervision
- Performs records function and a variety of support duties essential to 911 operations
- Is able to work through very stressful situations
- Comfortable learning and working with computer and radio systems
- Ability to maintain a high level of confidentiality and use discretion when dealing with sensitive issues.



Requirements

- Valid Michigan driver’s license
- Own Vehicle Transportation
- Ability to work with the general public
- Clean and neat appearance
- Must pass a physical & drug test

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet but quickly transitions to loud when emergencies occur.

This description is intended to provide a summary of the type and level of work performed by a person assigned to this job. It is not an exhaustive list of all duties and responsibilities required of a person so classified.

MASON-OCEANA 911 DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE, OR DISABILITY IN EMPLOYMENT OF THE PROVISION OF SERVICE.

I understand that I am an employee with “At-Will” status. I have read and understand the information as written above. I hereby acknowledge that I meet the requirements and have the capability to perform the work as directed above in the Mason-Oceana 911 Director Job Description.

Applicant

Signature _____ Date _____

Witness

Signature _____ Date _____