



## 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 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 medical protocols
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
- 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
- Type at a speed of no less than 37 words per minute

### **REQUIREMENTS**

- Valid Michigan driver's license
- Own Vehicle Transportation
- Ability to work with the general public
- Clean and neat appearance
- Must pass a physical examination & drug test (both at the expense of Mason-Oceana 911)



**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.

**TO APPLY**

Interested parties shall sign/submit this form along with a resume and cover letter to:

Mason-Oceana 911  
9160 N Oceana Dr  
Pentwater, MI 49449

**Applications must be received by 5:00 PM eastern time on Monday, February 28, 2022.**

**STATEMENT**

I understand that the position for which I am applying is “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 Part-Time Telecommunicator Job Description.

Applicant  
Signature \_\_\_\_\_ Date \_\_\_\_\_

Witness  
Signature \_\_\_\_\_ Date \_\_\_\_\_