

Posted: Until Filled

Employment Application can be found on the Plymouth Township website www.plymouthtp.org
return all applications to the Township Clerk's Office, 9955 Haggerty Rd., Plymouth, MI 48170 or
fax to (734) 454-1643

Wages: \$18.93/hour

**CHARTER TOWNSHIP OF PLYMOUTH
Job Description**

**Job Title: Communications Center Operator/Dispatcher
Part-Time position**

Issue Date: Police Dept/HR

FLSA: Hourly

Issued By: Police Dept/HR

Reports to: Command Officers

Job Summary:

This position receives and communicates public safety inquiries and provides information and instruction to the public and co-workers in an orderly and timely manner. This includes serving at the police desk, receiving 911 emergency calls, business telephone calls, dispatching Police, Fire and EMS units, operating computer equipment, preparing reports and other records and taking walk-in non-criminal incident reports.

The position is responsible for the care and safety of the prisoners taken into custody by Plymouth Township or the City of Plymouth Police Department. Dispatchers also act as an informational resource for criminal investigations through their knowledge of Departmental prisoner reports and their operations of law enforcement computer information systems.

Experience, Skills, and Abilities:

- High School diploma or the equivalent
- Must be at least 18 years of age prior to employment
- Must have prior police dispatch experience
- Strong written and verbal communication skills
- Good typing and organizational skills
- Excellent interpersonal communication skills
- Good telephone techniques
- Communicate effectively with a divergent population
- Ability to work for periods of time with little or no direct supervision.
- Ability to work under pressure and make decisions quickly and accurately.
- Ability to learn and utilize computer equipment and software applications.
- Preferred experience with Clemis and dispatching.

Relationship to Others:

Interacts with township residents, service users, Police Chief, Police Sergeants, Police Officers, Records Clerk, Fire Chief, Firefighter/EMT's - including command, other governmental and law enforcement agencies and other Township employees.

Essential Activities:

- Answering the telephones located in the Communications Section, including the 911 telephones
- Operation of the Computer Aided Dispatching System
- Running LEIN, NCIC and in-house computer record requests presented by Department officers
- Dispatching the Fire Department and/or EMS to request for emergency service
- Assisting citizens who come into the police station
- Monitoring Inter City, MEPS and other police and fire jurisdiction radio frequencies
- Operate emergency notification systems, i.e. sirens, pagers, alert tones, etc.
- Release of impounded vehicles

Note: this is not intended to be an exhaustive listing of all essential functions required of an employee filling this position.

Specifications

Essential to attaining job objectives:

1. Verbally communicate, clearly and articulately. Ability to effectively listen to people, give information, directions, and commands.
2. Exercise independent judgment within legal guidelines.
3. Manage interpersonal conflicts to maintain order.
4. Prepare reports.
5. Read and comprehend rules, regulations, policies, procedures and the law for purposes of ensuring appropriate behavior/response.

Attendance Requirements

The Charter Township of Plymouth Police Department is a 24 hour a day, 365 day a year operation -- employees are required to be available to work any and all shifts.

Collective Bargaining Agreements outlines additional terms relating to specific call in and attendance requirements.

Non-essential functions

(Marginal tasks performed by incumbent of this position; other marginal tasks not identified in this position specification may exist).

1. Delivery and pickup of court mail.
2. Delivery of Township Board packets to elected officials.

Reporting Relationship:

Position will report directly to the Sergeant on duty.

People Managed:

None are directly managed; however, the dispatcher may indirectly supervise the actions of a trainee in an on-the-job training mode.

Compensation:

The position of Dispatcher is a union position; as such, wages, benefits and working conditions are detailed in the union contract.