

# Washtenaw County

220 North Main Street  
Ann Arbor, MI 48107-8645

## CAREER OPPORTUNITY

**CLASS TITLE:** PART-TIME 9-1-1 CALL TAKER  
**DEPARTMENT:** Sheriff – Emergency Services  
**FLSA STATUS:** Exempt  
**PAY RATE:** \$18.00/hour

**\*Several positions available, open until filled\***

**To apply go to:**

<https://secure.ewashtenaw.org/hrjobs/AppViewPosting.do?postingId=12127>

### **JOB SUMMARY**

Under the supervision of a higher classified employee, is responsible for receiving 9-1-1 calls for service, entering information into a computer aided dispatch system, answering routine business line calls made to the dispatch center, and maintaining required records and data base entries. This position will support a seven-day-per-week, 24-hour-per-day law enforcement dispatch operation. Work schedules may include nights, weekends and holidays.

### **EXAMPLES OF DUTIES**

#### **Essential Duties:**

- Responsible for answering in-coming emergency and non-emergency calls via phone, which requires sitting for prolonged periods of time.
- Enters and retrieves specific information in the dispatch system using current technology. This technology is subject to periodic upgrade which may alter the task and skill requirements of the job.
- Responds to requests for information, assistance and services.
- Determines caller location and appropriate responding jurisdiction.
- Handles callouts and fan-outs (weather and emergency related) during and after business hours.
- Prepares and maintains required records and reports on all calls received as to nature, time, location and caller information.
- Performs a variety of related duties as required.

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#### **Skill, knowledge, abilities and demonstrated competency in:**

- Ability to meet data entry speed and accuracy requirements.
- Ability to operate computer keyboard.
- Ability to exercise good judgment.
- Ability to think quickly.
- Ability to listen effectively, copy accurately and speak clearly and concisely.
- Ability to effectively communicate and demonstrate unbiased professionalism with callers from a variety of race, ethnic, religious backgrounds as well as mentally or emotionally impaired persons.
- Ability to remain calm during stressful situations.
- Knowledge of the geography of Washtenaw County preferred.
- Mental Toughness competency
- Multitasking competency
- Customer Service Orientation competency
- Interpersonal Understanding competency
- Information Seeking competency
- Teamwork and Cooperation competency
- Analytic Problem Solving competency

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

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#### **PHYSICAL DEMANDS**

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and an electronic screen;

Hearing and speech sufficient to communicate in person or over telephony equipment;

Eyesight corrected to 20/20 and hearing in both ears not less than 40db, listening and talking by telephone, using finger and wrist dexterity in the operation of a computer terminal, viewing a computer screen and handwriting notations;

Position requires reaching, sitting, talking, hearing, and seeing.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

#### **EDUCATION**

Possession of a high school diploma or GED. Applicant must be eighteen (18) years of age or older.

#### **OTHER SPECIAL REQUIREMENTS**

Must initially and periodically pass a comprehensive background check.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all-inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to possess specific job-related knowledge for successful job performance.