

# PUBLIC SAFETY DISPATCHER

## VAN BUREN TOWNSHIP, MI

THE CHARTER TOWNSHIP OF VAN BUREN is seeking qualified candidates and currently accepting applications at the Van Buren Township Police Department, located at 46425 Tyler Rd, Belleville, MI 48111 for Public Safety Dispatcher.

### **Candidates Education and Experience Requirements:**

- Must be 18 years of age
- Must be a U.S. citizen
- Must have High School Diploma
- Ability to read, write, speak, and hear the English language clearly and distinctly
- Must pass the interview process
- Must pass drug screen, physical, psychiatric exam
- Must be able to successfully pass an extensive background investigation
- Must be able to work rotating shifts, weekends and holidays and overtime shifts
- Ability to use computers with demonstrated speed (35-40 wpm) and accuracy in data entry
- Ability to use basic office equipment (fax machine, calculator, copier, and telephone)
- Ability to maintain accurate records and reports
- Ability to read maps and understand geographical directions (i.e. north, south, east and west)
- Ability to remain calm and communicate with emotional persons to elicit the proper information needed
- Reasonable related work experience, which would indicate dependability, maturity and the ability to exercise good judgement
- No felony charges or disqualifying misdemeanor charges

### **Desirable Qualifications:**

- Module 1 certification (40 hour Basic Public Safety Telecommunicator Course) as required by the State of Michigan
- Knowledge of the geography for our service area (Van Buren Twp and Belleville City)
- Knowledge of LEIN, NCIC, SOS, CAD and other Public Safety related computer functions
- 2 or more years of previous experience as a Public Safety Dispatcher

### **Special Requirements:**

- Must successfully complete the Van Buren Communications Training Program
- Must have dependable transportation methods
- Must be capable of learning and performing LEIN, NCIC and other computer functions
- Must be able to travel to attend required training for Module 2 and Module 3 and certifications as required by the State of Michigan
- Ability to follow oral and written instructions
- Ability to demonstrate humility, tact and diligence in day to day operation

- Ability to demonstrate responsibility by receiving, assimilating, and recording information accurately, and to respond correctly and efficiently
- Ability to communicate effectively with appropriate emergency service agencies without hesitation
- Ability to problem solve and multi-task
- Ability to follow directives and work without close supervision
- Ability to serve the public, co-workers, and other agency/department personnel in a courteous manner

**Physical Requirements:**

- Must be able to sit for long periods of time
- Must be able to lift, push, pull up to 10 pounds
- Must be able to work with hands
- Must be able to do occasional bending, reaching, kneeling, and crouching
- Must be able to hear persons talking in normal conversation fifteen feet away or on a telephone
- Must have normal or correctable vision
- Must be able to ride in a patrol car or other emergency service vehicles on occasion

**Typical Examples of Work Tasks:** ( An employee in this classification may be called upon to perform the following tasks which are illustrated and not exhaustive in nature)

- Operate Police, Fire, and EMS radio console, telephone, and computer equipment
- Receive emergency and non-emergency complaints via the telephone from the public regarding crime, medical emergencies or other public safety hazards and issues
- Determine the nature of the call and the appropriate public safety response required
- Dispatch and disseminate information to Police, Fire and EMS units
- Monitor Police, Fire, and EMS radio channels to maintain unit location information and status, to receive information from public safety units, and to disseminate further information to public safety units
- Monitor broadcast or receive information on the Intercity and Statewide radio channels
- Broadcast information to Police, Fire, and EMS units concerning potential safety hazards/dangers, and LEIN/NCIC information
- Maintain control of all phone calls received and transmissions made on the radio in a calm, collective manner
- Record information as received into the computer while talking on the phone, answering radio transmissions, or by a verbal directive from a colleague
- Broadcast information to and from other public safety agencies via the radio and computer
- Report all computer, telephone, radio equipment failures to appropriate personnel
- During computer equipment failures, use and maintain handwritten radio and computer logs
- Coordinate and/or request Automatic Aid or Mutual Aid with other public safety agencies for Police, Fire or EMS emergencies
- Coordinate and/or request other necessary resources needed for Police, Fire, or EMS emergencies from other City departments, utility companies, tow companies, private ambulance companies, or their needed services
- Maintain up-to-date knowledge of all Van Buren Twp Police Department Policies, Procedures, Rules, Regulation, General Orders, and miscellaneous directives
- Enter, modify, cancel and file all LEIN/NCIC data received according to CJOS policies
- Maintain up-to-date knowledge of all information pertinent to the LEIN/NCIC/SOS computer system
- Provide training assistance to new Public Safety Dispatchers hired
- Monitor closed circuit televisions for the Van Buren Twp Public Safety and Township Hall
- Test monthly and activate (when needed) the Emergency Weather Warning System
- Activate, update, and cancel NIXLE and SMART messages
- Maintain and update all dispatch resource material and information

### **Wages and Benefits**

- Life Ins., Health Dental & Vision Ins, MERS DB Pension Plan, paid vacation, compensation time, sick and personal leave
- Uniforms/Equipment Provided
- 12 hour shifts (84 hours per pay period), annual salary range starting at \$43,898

**TO APPLY, SUBMIT COVER LETTER, RESUME AND COMPLETED EMPLOYMENT &  
BACKGROUND APPLICATION PACKETS PROVIDED ON OUR WEBSITE:**

**[www.vanburen-mi.org/psemployment/](http://www.vanburen-mi.org/psemployment/)**

**Mail to Attention: Director of Human Resources  
Van Buren Twp Police Department  
46425 Tyler Rd, Belleville MI 48111**

**Or email to [nsumpter@vanburen-mi.org](mailto:nsumpter@vanburen-mi.org)**

**APPLICATIONS ACCEPTED UNTIL JOB FILLED**