



## WHITE LAKE TOWNSHIP POLICE DEPARTMENT JOB DESCRIPTION

**DISPATCHER**

**Non-Exempt**

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### **GENERAL RESPONSIBILITIES**

Under the general supervision of the Patrol Lieutenant. Responds to emergency and non-emergency calls for assistance and information. Dispatches police, fire and rescue units. Shift assignments include weekend work, days, afternoons, and midnight shifts or special hours as required.

### **ESSENTIAL JOB FUNCTIONS**

- Answers emergency and non-emergency phone lines, and communicates through radio dispatch for Police, Fire and EMS assistance.
- Operates radio console and computer equipment.
- Obtains essential information including type of emergency and location and asks vital questions for emergency medical calls.
- Performs crisis intervention services.
- Takes complaints in the lobby of the Police Department and responds to resident inquiries.
- Monitor prisoners in custody by logging a visual check every hour.
- Performs LEIN and CLEMIS checks at the request of authorized personnel for driving and criminal records, warrants and vehicle registration information.
- Performs other essential tasks as identified by White Lake Township.

### **SUPPLEMENTARY JOB FUNCTIONS:**

- Maintains the Vacation House Check and Special Attention program.
- Administers court ordered PBT's.
- Register and maintain the Sex Offender Registry for all offenders living in the Township.
- Warrant, Missing Person, Bond Condition, Probation, and Stolen Article entries, maintenance, filing, and cancelations. As well as monthly LEIN validations.
- Maintain business contacts and emergency after hour contacts in the event of an emergency.
- Act as after-hour emergency point of contact for Township water emergencies.
- Provide vehicle release slips for impounded vehicles.
- Process arrest paperwork, including bond receipts and process fees.

### **EDUCATION AND MINIMUM QUALIFICATIONS:**

- Minimum of a High School Diploma or GED.
- LEIN and CLEMIS certification.
- Possess a valid driver's license.
- Ability to establish and maintain positive working relationships with the public and other employees.

### **KNOWLEDGE, SKILL AND ABILITIES:**

- Effective communication skills.
- Strong organizational skills and the ability to execute multiple tasks in a high stress environment.
- Ability to work under stressful situations and think quickly.
- Ability to actively listen and communicate effectively through clear speech and hearing.
- Ability to follow instructions and prioritize.

### **PHYSICAL REQUIREMENTS:**

- The essential functions of the Dispatcher position are primarily administrative functions requiring the employee to listen and talk through clear speech and hearing in response to 911 calls. Vision abilities are required to watch monitors and computer screens.
- The employee is required to use hands and fingers for data entry functions, operating dispatch equipment, phones, filing and other office equipment.
- The Dispatcher is primarily in a seated position throughout the day, but is intermittently required to bend and reach. Intermittent standing and walking is necessary.
- The employee may occasionally lift up to 25 lbs.