



EMPLOYMENT OPPORTUNITY

JOB TITLE: 911 Dispatcher

LOCATION: Baldwin, MI

WAGE RANGE: \$30,389 - \$36,650

Lake County is currently seeking applicants for 911 Dispatchers.

These are full time positions with competitive pay and a generous benefits package including medical, dental, vision, life, short term disability insurance, a retirement plan, paid time off, and paid holidays. Must be willing to work any shift, including weekends, holidays and overtime as the Lake County 911 Central Dispatch is a 24 hour/7 day a week operation.

These positions perform telephone call intake, and respond to requests for assistance by dispatching emergency personnel according to established protocols and procedures. Maintains contact with callers and responders to gather and relay information as needed. Provides emergency medical instructions as appropriate. Provides warrants or other information to public safety personnel as requested. Responds to callers with complaints or non-emergency requests by providing information or referrals.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Must be able to type accurately and efficiently with a minimum of 40 wpm
- Must possess high level interpersonal skills to respond to callers during often difficult or stressful situations, convey detailed instructions and precise information, maintain effective contacts with responders and other personnel, and work cooperatively with others.
- Must be able to remain calm under stress and maintain focus under pressure. Must be able to react appropriately to excited or hysterical callers. Must be able to convey by voice professional demeanor and authoritative command to maintain effective control of emergency situations.
- Analytical abilities necessary to quickly determine nature of emergency and appropriate response , rapidly react to changing situations, read and interpret maps and detailed policies, and provide precise directions or instructions.

Basic skills testing, typing, and general aptitude testing is required for all candidates. Pre-employment background investigation, including criminal background check, drug screening, and physical are required.

Applications can be submitted to:

**Lake County Administration Office
800 Tenth Street, Suite 100
Baldwin, MI 49304
ejaehnig@co.lake.mi.us**