



# EMPLOYMENT OPPORTUNITY

**JOB TITLE:** 911 Dispatcher  
**LOCATION:** Baldwin, MI  
**WAGE RANGE:** \$15.80 - \$19.05/hour

Lake County is currently seeking applicants for part time 911 Dispatchers.

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.

**APPLICATION DEADLINE:** June 12, 2020 or until filled

**Application, resume, and cover letter should be submitted to:**

**Lake County Administration Office  
800 Tenth Street, Suite 100  
Baldwin, MI 49304  
[ejahnig@co.lake.mi.us](mailto:ejahnig@co.lake.mi.us)**

Lake County is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.