



Kalamazoo County Consolidated Dispatch Authority



November 6, 2023

JOB POSTING **Emergency Communications Officer I (Calltaker)**

Position Summary

Under the direct supervision of an assigned Dispatch Supervisor and the general supervision of the Executive Director and Deputy Director, Emergency Communications Officer I answers and processes emergency and non-emergency calls for law enforcement, fire, medical or other emergency services, and receives and processes queries thru criminal justice and Law Enforcement Information Network (LEIN) systems. This position performs an essential public safety function and shall be available for work in all conditions and in the event of an emergency.

Minimum Requirements

High school diploma or equivalent and a minimum of one year of progressively more responsible experience in customer service and/or communications. Prior experience in law enforcement, fire service, EMS, or emergency response dispatch experience is preferred. KCCDA, at its discretion, may consider an alternative combination of education and experience.

The above serves as a summary of the position's duties and requirements. For a complete list of essential job functions, minimum qualifications, and required knowledge, skills, and abilities, please refer to the Emergency Communications Officer I (ECO I) job description on our website at www.kccda911.org.

Status: Full-time/ FLSA Non-Exempt

Hourly Wage Scale: \$19.33-\$23.69

Application Deadline: November 21, 2023 at 3:00 p.m.

Qualified applicants must submit the following items before the application deadline in order to be considered as having applied for the position(s):

✓ KCCDA Application for Employment

Applications can be submitted electronically to cmccomb@kccda911.org or via postal service to the following address:

*Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI 49009*

KCCDA is an equal opportunity employer