



City of Hamtramck

3401 Evaline Street Hamtramck, Michigan 48212

Telephone 313-800-5233

Dispatcher/Jailer – Full-Time

An Equal Opportunity Employer

Job Description Summary:

Duties include receiving emergency calls from the public, dispatching police or contacting other emergency agencies as appropriate, and assisting in prisoner booking/jailer tasks. Also provides administrative support to the Police Department.

Essential Job Duties.

The following duties are normal for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Receive incoming 911 calls, obtain essential information including, but not limited to, the type of emergency and location, and dispatch police, fire or other emergency vehicles as required.
- Effectively interface with callers to obtain required information and provide reassurance, as necessary
- Accurately complete related department logs and records regarding emergency call activities
- Receive incoming administrative calls and handle or route them correctly.
- Receive fire alarms and relay information to fire dispatch.
- Operate computer terminals, radio, and other communication equipment.
- Transmit and receive routine and emergency communications over the police radio.
- Process various forms and reports relative to Police Department activities, such as incident and arrest reports, regular and special reports.
- Receive and write walk-in reports and citizen complaints.
- Perform LEIN and CLEMIS operations at the request of on-scene police officers or other authorized personnel regarding driving and criminal records, wants and warrants, vehicle registration information, etc.
- Prisoner Booking and Housing: Perform a variety of tasks related to the security, custody, processing and searching of prisoners including booking.
- Perform related Police Department duties as assigned.

Education and Experience:

High School Diploma or GED.

Knowledge, Skills and Abilities:

All of the following functions, qualifications, knowledge, skills, abilities, and duties are essential. An employee in this class, upon appointment, should have the equivalent of the following:

- Ability to pass background check, psychological evaluation, and drug screen
- Valid MI Driver's License

- Ability to become proficient in the operation of a computer-assisted dispatch system.
- Ability to develop a working knowledge of local geography, streets, and principal locations in the city.
- Ability to prepare accurate reports and records.
- Ability to work with others and function well under stress.
- Ability to deal directly with the public in all situations.
- Ability to communicate effectively verbally and in writing.
- Ability to stand for long periods of time.
- Ability to function effectively under stress and in emergency situations.
- Ability to successfully complete all training regarding the position.
- Skill in the use of various tools and equipment, including personal computer including word processing software, copy machine, fax machine and radio.

Pay rate: \$21.78 per hour, health insurance, vision, dental, life insurance, ST & LT disability and Pension plan.

Application Process: Download an application at <https://hamtramck.us/wp-content/uploads/2021/05/Hamtramck-Application-Final-05072021.docx>. Return completed application and resume via email to hr@hamtramckcity.com.

The City of Hamtramck is an equal opportunity employer and will not unlawfully discriminate on the basis of race, color, sex, religion, national origin, age, height, marital or veteran status or the presence of medical conditions or disability. Michigan and Federal laws require employers to make accommodations to persons with a disability if the disability can be accommodated within certain guidelines, and the individual can perform the essential job duties with or without such accommodation. Persons with a disability may request accommodation of their disability by notifying the City of Hamtramck City Manager's office in writing of the need for accommodation.