



L. Brooks Patterson  
Oakland County Executive

# THE OAKLAND COUNTY MERIT SYSTEM

An Equal Opportunity Employer

ANNOUNCES COMPETITIVE EXAMINATION NO. 10628

**DISPATCH SPECIALIST**

**BI-WEEKLY: \$1,310-\$1,865**

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## **DESCRIPTION OF WORK**

Under general supervision, agents receive and process calls for police, fire, ambulance, 9-1-1 and general emergency services. Agents process calls by dispatching the appropriate fire, medical, or law enforcement personnel, or by referring the caller to the proper agency/personnel. Agents are expected to multi-task by obtaining essential identifying information in a timely manner while maintaining contact with callers under emergency conditions. During medical emergencies, agents provide callers with pre-arrival medical instructions. During fire emergencies, agents provide callers with pre-arrival safety instructions. Agents respond to requests from officers for criminal, driving, prior contact, location and other information and are expected to operate equipment to access various law enforcement systems for that information. Agents use various computer programs and equipment throughout their shift to enter and access information. Shift assignments include weekend and holiday work and will include rotating days off. Must be willing to work any shift. Shifts routinely run from 6:30 a.m. to 2:30 p.m., 2:30 p.m. to 10:30 p.m., and 10:30 p.m. to 6:30 a.m, although other shifts and hours may be assigned to ensure smooth running or emergency operations. Due to nature of the operation employees are subject to mandatory overtime. Utilizes current county-wide and/or department specific software to complete assignments.

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## **MINIMUM QUALIFICATIONS**

At the time of application, applicants must:

**- THIS SECTION CONTINUED ON REVERSE SIDE -**

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## **LAST DATE TO FILE APPLICATION**

This is a continuous examination, and applications will be accepted until such time as there are sufficient applicants to meet the County's current recruitment needs. As such, interested persons should make application promptly. Applicants will be tested in groups as they apply. Successful applicants, regardless of their testing date, will be ranked on the eligible list based on their final examination scores. The original rank of persons on the eligible list may change as later applicants are tested and added to the list. Notice of the last date to apply for this examination will be posted in the Human Resources Department and on this posting one week prior to the application deadline. Applications will not be accepted after the posted closing date.

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## **HOW TO APPLY**

All persons interested in applying for this examination must complete and submit the required official on-line Oakland County Merit System employment application form. You may also add a resume to your application. After a review of your application, you will be notified by mail and/or email of the status of your application. For further assistance, please contact the:

OAKLAND COUNTY HUMAN RESOURCES DEPARTMENT  
EXECUTIVE OFFICE BUILDING DEPT. 440  
2100 Pontiac Lake Rd. Waterford, MI 48328-0440  
Telephone: (248) 858-0530  
<http://www.oakgov.com>

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## **MINIMUM QUALIFICATIONS CONTINUED**

At the time of application, applicants must:

1. Have graduated from high school or have a certificate of successful completion of the General Educational Development Test; **AND**
2. Have six-months full-time experience in an emergency response capacity such as: an emergency call center, fire service, ambulance service, law enforcement, hospital, or military; **OR**
3. Have had 12 credit hours at an accredited college or university in the medical field, communications, human resources, or public speaking; **OR**
4. Currently, be certified in Emergency Medical Dispatch and Emergency Fire Dispatch; **AND**
5. Have not been convicted of a violation of criminal law. (Criminal law generally includes all offenses except traffic law, conservation law and liquor law. Generally, conviction for a violation of criminal law is automatically disqualifying.)

NOTE: In addition to the minimum qualifications above, applicants must have normal hearing in each ear and normal color vision.

## **TRANSCRIPTS**

If a degree is used to determine if the applicant is minimally qualified to fill the position, the applicant must have their ORIGINAL OFFICIAL college transcripts sent directly from their college or university to the Oakland County Human Resources Dept, Bldg 41 West, 2100 Pontiac Lake Rd, Waterford, MI 48328 or secure certified pdf sent directly from the college or university to ocijobs@oakgov.com. Photo copies or pdf documents from the applicant will not be accepted. Please note that your name cannot be placed on the certified eligible list for hiring consideration until we receive your official transcripts.

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## **EXAMINATION INFORMATION**

The examination will consist of a written test to evaluate knowledge, skills, abilities and other factors related to successful performance on this job. Written notification will be sent regarding an appointment time for this examination. A valid driver's license with picture, or other suitable personal identification with picture, will be required of every applicant before being admitted to any examination, including an employment physical.

The exam content as described above may be modified depending upon the number of applicants or other factors that influence the practicality or usefulness of this selection process. Where minor differences in actual test scores do not reflect meaningful differences in ability, those scores will be statistically grouped resulting in a tie among those applicants.

It is the policy of the Oakland County Merit System to hire qualified individuals with limiting conditions in accordance with all applicable state and federal laws. Applicants having a limiting disability requiring some special accommodation to take the examination, as described above, should contact the Human Resources Department.

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## **SPECIAL FEATURES OR CONDITIONS**

Must obtain and maintain LEIN operator certification status.

A field investigation will be conducted covering an evaluation of employment, school, home, criminal, military or other personal records. Any conviction or convictions for moving traffic violations, accidents, non-moving traffic violations, or violations of other laws will be reviewed by the Sheriff Department before an applicant can be appointed. Information obtained during the background investigation will be considered in the hiring decision.

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## **PURPOSE**

The purpose of this examination is to establish an eligible list from which to fill present or possible future vacancies in this classification. For each vacancy, a Department Director/Division Manager has the choice of the top five ranking persons, inclusive of tie scores, on the eligible list. Test scores and rank are only used for the purpose of placing applicants on eligible lists. Final hiring decisions are not based on actual numerical test scores or rank. This list will remain in effect for six months, unless exhausted, superseded by a new eligible list or extended for another six months by the Human Resources Committee.

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## **WORK LOCATION**

Sheriff Department  
1200 North Telegraph Rd  
Pontiac, MI 48341

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