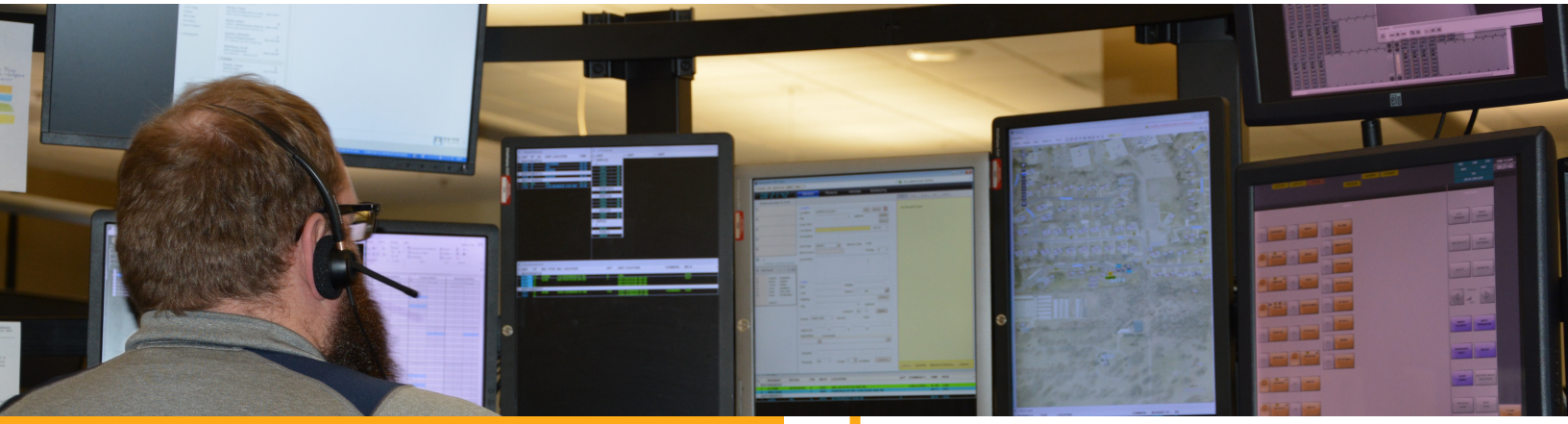
JOIN GRPD

Emergency Communications Operator



Hiring Process

- Apply online at www.joingrpd.com
- Civil Service Exam and Job Specific Testing
- Complete and submit Personal History Statement within 14 days of receiving
- Background Pre-screen
- Oral Board Interview
- Backgrounds Assigned
- Background Investigation and Interview Completed
- Final Oral Board Interview with Dispatch Personnel
- Recommendations for Hire
- Conditional Offer of Employment

Requirements

- Must have a high school diploma or GED
- Possess good moral character
- Possess good reading, writing, and typing skills
- Be at least 18 years of age
- Possess a valid driver's license

Contact Us

(616) 456-3301

dispatchinfo@grcity.us
grpdrecruiting@grcity.us

JoinGRPD.com

Job Description

- Answer emergency and non-emergency calls for service
- Enter information into a computer aided dispatch (CAD) program, to be relayed to dispatchers and first responders
- Assess the location, nature, and severity of the incidents and dispatching police/fire/medical personnel with an eye on first responder safety at all times
- Ask targeted questions, such as to determine the type of help needed, how severe and/or potentially dangerous the situation is, and what level of response is needed
- Need to be able to keep callers on the line calm and safe, in order to monitor situations and update first responders, as necessary
- Provide critical public safety information to first responders from various secure databases
- Use CAD to assign incidents to specific units, accompanied by a radio broadcast that briefly summarizes the nature of the incident, the units responding, and any directly pertinent, or time-sensitive, information that ought to be conveyed before first responders arrive on the scene
- Use various secure databases to perform a variety of tasks for persons throughout the police and fire departments
- Available to work nights, weekends, and holidays