



# EMERGENCY COMMUNICATIONS

The first voice our community hears in their time of need

## CAREER OPPORTUNITIES

The Kent County Communications Center (KCCC) provides state-of-the-art technology and communications capabilities for its served population of approximately 450,000 residents. Our 3,200 sq. ft. center is located within the Kent County Sheriff's Office headquarters. It provides communication services for our county and municipal law enforcement agencies, fire departments, emergency medical services, and other public safety entities.

KCCC handles dispatch services for nine police agencies, 28 fire agencies, and animal control. We are the after-hours call center for the Kent County Road Commission, Information Technology Department, Victims Services Unit, Emergency Management, and Crime Scene Unit. We are one of the largest 911 centers in Michigan. We answer approximately 375,000 calls for service annually.

Our Emergency Communications Operators are trained to navigate an advanced Computer-Aided Dispatch (CAD) system. The CAD system has many tools to track the responder's status and location, monitor active and pending calls, map incoming caller's location, and recommend available units to send to calls. The Kent County Communications Center also has Smart 911 technology, which enables the caller to create a profile that will display pertinent information in the dispatch center. Kent County's Sheriff's Office is one of two Public Safety Answering Points (PSAP's) in Kent County. We have several systems which are shared between the two centers. The shared radio, phone, and computer systems allow us to back each other up and assist during a critical event smoothly and efficiently.

### Shifts Schedules and Staffing

KCCC staff work 12-hour shifts and work a two-week rotation, utilizing a "three on, two off schedule." Our minimum staffing per shift is 9-11 and can be as many as 16 during special events or storms. The center is comprised of call-takers, dispatchers, and communication supervisors. Below is a breakdown of our staff:

- 1 - Manager
- 2 - Assistant Managers
- 1 - System Administrator
- 8 - Emergency Communications Supervisors (2 per shift)
- 35 - Emergency Communications Operators II's (cross-trained as dispatchers and call-takers)
- 15 - Emergency Communications Operator I's (cross-trained to call-take and handle LEIN (Law Enforcement Information Network)-related tasks

## SALARY

### Starting Pay as of January 1, 2023

- Call Takers: \$20.85 per hour (\$43,368.00 annually)
- Radio Operators: \$24.15 per hour (\$50,232.00 annually)
- Supervisors: \$27.54 per hour (\$57,283.20 annually)

### Top Pay as of January 1, 2023

- Call Takers: \$27.49 per hour (\$57,179.20 annually)
- Radio Operators: \$32.01 per hour (\$66,580.80 annually)
- Supervisors: \$36.65 per hour (\$76,232.00 annually)

## BENEFITS

- Healthcare plans including prescription drug, vision, and dental
- Healthcare Flexible Spending Account
- Defined Benefit Pension with 2.5 multiplier and 2% COLA (cost of living allowance)
- Military Pension Credit
- Tuition reimbursement

## MINIMUM REQUIREMENTS

- Must be a U.S. citizen
- At least 18 years of age
- Must have a valid driver's license
- No convictions for any felony
- High School graduate or GED
- Must live within 24 miles of the Kent County border within first year of employment

## HOW TO APPLY

1. Visit [www.accesskent.com](http://www.accesskent.com)
2. Click on **Online Services**
3. Click on **Employment Opportunities**
4. Complete online application