Kalamazoo County Consolidated Dispatch Authority

November 23, 2026

JOB POSTING

Emergency Communications Officer I
(Call Taker)

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

2027 Hourly Wage Scale: $23.16 – $29.19

Application Deadline: November 24, 2026 at 2 p.m.

Qualified applicants must submit an online application at www.kccda911.org/careers.