



Calhoun County

Consolidated Dispatch Authority

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PRESS RELEASE

FOR IMMEDIATE RELEASE

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CCCCDA Announces Employee of the Quarter

Kaitlynn Kistel named recipient

MARSHALL, MI- Kaitlynn Kistel loves helping those in need. Up until two years ago, Kistel worked primarily with animals as a veterinarian technician. Believing her passion could reach further, she pursued a career in the 9-1-1 industry.

Kistel has been named CCCCDA Employee of the Quarter. She began her emergency career in April 2019 as a part-time Emergency Telecommunicator and accepted a full-time position later that year.

Kistel said the Employee of the Quarter announcement took her by surprise and views it as the highlight of her short career thus far.

“I was completely shocked,” said Kistel. “I know there are so many other amazing dispatchers that I work with. I am truly honored knowing that peers I look up to, view me as someone worthy of this award.”

According to Deputy Director Kimberly Grafton, Kistel has achieved remarkable things including perfect attendance for the 2020 calendar year and outstanding quality assurance scores.

“Kaitlynn is described by her peers as an exceptional dispatcher who not only handles stress and chaos well, but intentionally places herself in the busiest spots to help out,” said Grafton. She helps every one

and her co-workers any time she is able, exhibits professional composure and is a valuable member of our team.”

The quarterly recipient is awarded a designated parking spot, a name on a plaque which will be displayed in the CCCDA lobby, a certificate of commendation and recognition by the CCCDA Board of Directors. In addition, quarterly recipients will be considered for Employee of the Year, an honor which will be announced in April in coordination with National Emergency Telecommunicator’s Week.

Kistel is looking forward to a long career at CCCDA and hopes to become a Communication Training Officer, training new employees for several weeks at a time.

“This profession is so special because it allows us as dispatchers to help so many people that are experiencing some of their worst times,” said Kistel. “This profession also enables us dispatchers to view things differently and truly realize how people perceive situations differently from each other. It is rewarding.”

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