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| **Job Title:** | **911 Telecommunicator (#4004)** |
| **Closing Date:** | Open until filled |
| **Salary:** | $29.81/hour (candidates with prior Police/Fire/EMS dispatching experience may be hired at $30.40/hour) |
| **Job Type:** | Full-Time |
| **Location:** | Police Department - 1350 Aurora Avenue, Naperville, Illinois  |
| **Department:** | Police Department |
| **Job Description:**  |
| The City of Naperville’s Police Department seeks full-time 911 Telecommunicators to work in our Emergency Communications Center to receive telephone calls for service for Police, Fire, Ambulance and other emergency assistance. [CLICK HERE](https://www.youtube.com/watch?v=QJb_U9Yty_E) for a video to learn more about the Naperville Emergency Communications Center.To be considered for this position, candidates must do the following:1. **Complete an online** **application** with the City of Naperville on our Careers page.
2. **Take and pass an online skills and personality test**. After the City receives the application, candidates will be notified via email of how to access the online test within 1-2 weeks after applying. Candidates need to regularly check their email (including spam and junk folders) for an email from o**nlinetesting@invitations.testgenius.com**. Candidates will have only 10 days to complete the required online test once notified. There is no cost for taking the test.

**Only those candidates who successfully pass all sections of the online skills test, including the typing test (35 WPM or faster), will be reviewed (including a review of their application) and invited to participate in a panel interview** with members of the supervisory staff.  From there, select candidates will be invited back for a “sit along” and peer interview in our Emergency Communications Center and an interview with the Communications Manager and Deputy Director. Post-interview activities will also include a police background check and a polygraph examination. If selected for the position, post-offer contingencies include a psychological evaluation as well as a drug screen and physical.The Telecommunicator training program is a minimum of 20 weeks in duration (and can last up until 26 weeks); the newly-hired employee will learn from different certified trainers on each of the 3 shifts during this period. Upon successful completion of training, he/she will be assigned to a shift. Uniforms are supplied after training. Days off are rotating. This is a Union position. |
| **Responsibilities:**  |
| Telecommunicators receive telephone calls for service for Police, Fire, Ambulance and other emergency assistance. Specific duties include prioritizing calls and dispatching appropriate units; entering warrants into state/federal law enforcement databases; monitoring alarm systems; and performing a variety of general support duties related to public safety communications. **This job is a shift position (it is staffed 24 hours per day, including weekends and holidays). You must be able and willing to work any of the three shifts.** |
| **Qualifications:**  |
| To qualify for this position, you must possess a high school diploma (or equivalent) and have at least one (1) year of experience in a job affording contact with the public. **As they are critical to job success, strong multi-tasking & keyboarding skills are also required** (the minimally acceptable typing speed is 35 wpm). *Preferred* candidates will possess previous experience in receiving and processing service calls in a law enforcement or fire agency environment, and/or familiarity with computer-aided dispatch (CAD). An associate’s degree is also *preferred.* |
| **ADDITIONAL INFORMATION:**  |
| **The City of Naperville, Illinois is a dynamic community of 148,000 residents, conveniently located 28 miles west of Chicago. Various publications have named Naperville as one of the best cities in the United States in which to live. The City has gained national recognition for our family-friendly environment, excellent schools and library system, low crime rate, and vibrant downtown area. It’s also a great place to work! Our municipal government employs over 900 dedicated individuals in a wide range of job categories and provides a dynamic & collaborative working environment, a forward-looking leadership team, and a competitive benefits package.****APPLY ON-LINE AT:**[**http://www.naperville.il.us/careers/**](http://www.naperville.il.us/careers/)**THE CITY OF NAPERVILLE IS AN E. O. E.** [**CLICK HERE**](https://www.naperville.il.us/contentassets/a9086ae84ab4418388994da74afe0db8/city-of-naperville-utilization-report.pdf) **for the City of Naperville’s EEOP Utilization Report****The City of Naperville complies with the Americans with Disabilities Act (ADA). Individuals needing accommodations in the recruitment process should notify Human Resources in advance at (630) 305-7066.** |