

911 Telecommunicator (Full time)

Starting salary: \$19.68 per hour

Population: 35,600

For questions regarding this position, please e-mail the.director@buecomm.com

BuEComm Public Safety Dispatch Center

The Bureau County Public Safety Dispatch Center currently dispatches for the entire county from one dispatch center. Our 9-1-1 Communications Center serves fifteen (15) Law enforcement agencies, nineteen (19) fire departments, twenty-one (21) Ambulance Departments, we are also the MABAS Division 57 dispatch center.

911 Public Safety Telecommunicator

BuEComm is seeking full-time 911 Public Safety Telecommunicators to become part of the Bureau County Public Safety Dispatch Center team. The opportunity to apply for employment is currently open ended, the purpose of this position is to receive and process emergency and non-emergency calls from the public requesting police, fire, medical or other emergency services. Determine the location and nature of the emergency, establish priorities, and dispatch police, fire, ambulance or other emergency units as necessary in accordance with BuEComm policies, procedures and guidelines. Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police, fire and medical units. Monitor and process direct emergency alarms, answer and process non-emergency calls for assistance. Enter, update and retrieve information from a variety of computer systems. Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data. Monitor multiple public safety radio frequencies. Operate a variety of communications equipment including Computer Aided Dispatch (CAD), radio consoles, telephones and other computer systems. Maintains required certifications to provide Emergency Medical Dispatch (EMD), Fire Dispatch and Police Dispatch certifications, and police related data entry and queries. Additional duties include monitoring dispatch equipment and systems; researching computer records, updating and maintaining computer files and databases; answering routine questions, and completing general office duties.

Qualifications

Requirements include a high school degree or equivalent be 21 years of age, a minimum of one year of direct 911 dispatching experience is preferred but not required. Must have the ability to read and speak English, read contents on a computer screen and observe the work site simultaneously. The successful candidate will have a strong work ethic and a sense of duty and responsibility to the safety and welfare of the public, and be able to communicate effectively, both orally and in writing. Attention to detail and ability to work successfully with other team members is a must. The ability to work effectively under sometimes stressful situations is a must. Successful candidate must be willing to work days, evenings, weekends, and holidays, and must be available for shift coverage with short notice or very short notice. Successful candidate is required to provide evidence of Emergency Medical Dispatch (EMD). Fire, Law and CPR certification within 3 months of hire and evidence of LEADS certification within three (3) months of hire as a condition of continued employment.

Telecommunicator salary and benefits:

SALARY: The starting annual base salary for this position is \$19.68 per hours with a competitive benefit package, Pension, Health Insurance, Vacation, Holiday and PTO.

SHIFT DESCRIPTION: The Dispatch Center operates under two 12-hour shifts, Shift 1: 6:00am - 6:00pm, Shift 2: 6:00pm - 6:00am. Dispatchers are required, on occasion to work up to 18 consecutive hours and are required to work days, evenings, nights, weekends, and holidays, and must be available for shift coverage with short notice or very short notice.

Pre-employment process

Application Instructions:

Submit resume, and cover letter. Applications are available on-line at buecomm.org under careers tab, or in person at 615 Elm Place, Princeton, IL.

Selection Process: Candidates who meet the minimum qualifications will be asked to do a sit in at the dispatch center and participate in an on-line test. Candidates passing the on-line test will be considered for an oral interview. Finalists will be subject to a pre-employment background investigation including but not limited to: polygraph, criminal background check, current and previous employment verification, and reference check. All applicants receiving conditional offer of employment shall undergo a psychological examination and medical physical including drug screening.

The BuEComm is an Equal Employment Opportunity Employer