### KaneComm



**Kane County Government Center**

719 Batavia Ave, Building C

Geneva, Illinois 60134

Phone: (630) 232-8400

Fax: (630) 208-2047

**Kane County Emergency**

**Communications Center**

# JOB ADDENDUM

# January 16, 2024

# KaneComm (Kane County Emergency Communications)

**9-1-1 Telecommunicator (40 Hours / Week)**

Salary while in Training: $55,682

KaneComm is a multi-jurisdictional dispatch center responsible for the dispatch services for nine police departments and seven fire departments located in Kane County. KaneComm is staffed with 15 Telecommunicators and three Shift Supervisors. In 2023, KaneComm answered 118,809 emergency and non-emergency telephone calls and dispatched 83,261 calls for service.

KaneComm is a 24 hour, 7 days a week operation and all applicants must have the ability to work any shift, including weekends and holidays.

**Job Summary**

Responsible for ensuring the prompt answer of incoming emergency and non-emergency phone calls.  Further responsible for the timely and efficient dispatch of requests for police, fire and emergency medical services. Monitors a variety of radio frequencies and serves as a vital link between the citizens of Kane County and the public safety agencies devoted to protecting them.

**Essential Job Functions**

Will receive and process calls for service for police, fire and medical requests in accordance with standard operating procedures.

Will obtain, document and relay all required and pertinent information in the Computer Aided Dispatch system as well as responding units.

Will use resources to efficiently dispatch the appropriate jurisdiction and discipline to the call for service.

Will provide pre-arrival medical instructions to callers in accordance with Emergency Medical Dispatch guidelines.

Will monitor all required radio frequencies and will complete all necessary actions based on that radio traffic.

Will comply with Kane County Emergency Communications standard operating procedures and all lawful orders of superiors.

Will perform all job tasks effectively in a professional and courteous manner under varying levels of stress and activity.

Will work various assigned hours and shifts as required for continuous operation of the division.

Will use self-directed work time in an efficient manner, consistent with the mission statement and core values, under minimal supervision.

Will remain alert to the conditions within the dispatch center and be aware and responsive to co-workers.

Will have working knowledge of and ability to operate all necessary dispatch equipment and software.

Will apprise the Communications Shift Supervisor of any personnel or equipment issues.

Will complete and maintain all required testing, training, and certifications.

Will seek to improve professional knowledge, skills, and development.

Will represent the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

Performs other related duties as assigned.

**Material and Equipment Used**

Computer General Office equipment Computer Aided Dispatch System

Radio equipment Digital Voice Recording equipment 9-1-1 and Business Telephone System

Records Management System

**Minimum Qualifications Required**

Minimum of 18 years of age at date of hire

**Education and Experience**

High school diploma or GED

Must pass a keystroke/typing test minimum of 35 words per minute, applicant testing, oral interview; as well as extensive background investigation; criminal history check, psychological evaluation, physical exam and drug test.

**Licenses and Certifications**

Law Enforcement Agency Data System (LEADS) Certification

APCO Emergency Medical Dispatch Certification

Illinois Department of Public Health (IDPH) Emergency Medical Dispatcher Certification

CPR Certification

National Incident Management System (NIMS)

**Knowledge of:**

Geographical streets, buildings, and jurisdictional boundaries

Department organization and standard operating procedures

Public safety communications equipment and dispatch operations

Windows and Microsoft based systems including but not limited to Word and Excel

Police and fire safety tactics as they relate to communications

All applicable state, federal and local ordinances, laws, rules and regulations

**Skill in:**

Operating all software, hardware and equipment related to performing the essential functions of the job

Oral and written communication with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous and professional manner.

**Mental and Physical Abilities:**

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position, as well as remembering numerous details of calls received.

Understand and follow oral and written instructions.

Will possess and maintain the requisite physical abilities necessary to carry out the duties of a Telecommunicator.

Work under pressure, exercising good judgment and making sound and timely decisions in emergency and non-emergency situations.

Communicate clearly and concisely in writing during emergency and nonemergency situations.

Recall, identify and categorize information.

Ability to prioritize and manage multiple projects and responsibilities as assigned.

Ability to maintain confidentiality on all emergency and non-emergency matters.

Ability to establish and maintain effective working relationships with superiors, officials, departments, other government entities, and the general public.

Ability to multitask during both routine and stressful situations.

**Working Conditions**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 10 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person, over the telephone and over the radio. Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations.

**Benefits:**

Salary is based on experience, qualifications and completion of training

Group Health/Dental insurance

Life Insurance

IMRF Pension

Paid Holiday, Vacation and Sick Time

Represented by The Policeman’s Benevolent Labor and Committee (PBLC)

**Kane County employment application and resumes accepted by:**

**Kane County Department of Human Resource Management**

**719 Batavia Avenue**

**Geneva, IL 60134**

<https://www.countyofkane.org/Pages/Employment.aspx>

**Qualified applicants will be contacted with testing information. Please do not contact the Emergency Communications Center directly with inquires regarding employment opportunities. Applicants must submit to a criminal background check. EEO Employer/Program. Auxiliary aids are available to individuals with disabilities upon request.**