Town of Siler City
Vacancy Announcement

TELECOMMUNICATOR (PART-TIME)

General Statement of Duties
Performs intermediate technical work receiving and dispatching law enforcement, receives and processes emergency and non-emergency service calls, assists the public with informational requests, prepares and maintains records and files.

Distinguishing Features of the Class
An employee in this class receives incoming routine and emergency police and public utilities calls, dispatches proper personnel for assistance, and maintains contact with police units. Employees also utilize a 911 emergency telephone system with computer-aided dispatch to receive and dispatch calls and enters disposition of calls. Work involves frequent public contact which requires tact, firmness, and decisiveness in obtaining necessary information from people who are under extreme stress. Work is performed in accordance with departmental policy and State and Federal law, supplemented with specific directions from sworn personnel. Work is performed under the moderate supervision of the Telecommunications Supervisor, and evaluated through observation, discussion, review of reports, and through feedback from officers in the field.

Qualification Requirements
To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Duties and Tasks
- Receives routine and emergency telephone calls and personal requests for assistance on multiple lines concerning crimes, public utilities, or general information; obtains needed information concerning nature of problem; dispatches police and after-hours utility calls; transfers other emergency and non-emergency calls to proper location.
- Operates emergency equipment to maintain contact with public safety personnel and other law enforcement units; dispatches officers to answer requests for assistance; receives and transmits information and messages; tracks officers for safety and location.
- Operates Division of Criminal Information (DCI) terminal to send and receive messages and retrieve information regarding criminal histories, vehicle identification, and to report crimes.
- Maintains an in-house computer database and communications logs and reports including the nature of calls, actions taken, and the times involved.
- Performs data entry to enter various work activities and other information into data base; types correspondence and documents; copies information as needed.
- Provides information to the public over the telephone and in person concerning a variety of Town services.
- Generates various reports for the public.
- Receives business alarm activations and contacts appropriate key holder.
- Updates CAD records with new addresses, businesses, and other information.
- Performs other duties as assigned.
Knowledges, Skills, and Abilities

- General knowledge of the operation of a public safety communications system and related Federal Communications Commission regulations.
- General knowledge of the geographic layout of the Town, and the location of streets, important buildings, and other landmarks.
- Working knowledge of the functions, practices, and procedures of the Police Department, and other services dispatched.
- Working knowledge of grammar, spelling, and vocabulary.
- Ability to accurately receive and clearly transmit radio communications.
- Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions, and to elicit sufficient and essential information for dispatching and assisting field personnel.
- Ability to follow oral and written instructions.
- Ability to perform data entry at the proper speed and accuracy.

Physical Requirements

- Must be able to physically perform the basic life operational functions of stooping, reaching, lifting, fingering, grasping, talking, and hearing.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to move objects.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communication and/or to make fine distinctions in sounds.
- Must possess the visual acuity to operate computer equipment, prepare and analyze written or computer data, and to maintain and review manual written records.

Education and Experience Requirements

- Graduation from high school or high school equivalency.
- Moderate experience in communications, dispatching, or clerical/administrative work.
- Obtain DCI certification Modules, I, II, and III within six months of hire.

Hiring Salary: $15.38 / hour

To Apply

This posting is open until filled. A completed application is required and can be found at www.silercity.org. It may be mailed or delivered to Nancy Darden at City Hall, 311 N Second Avenue, PO Box 769, Siler City, NC 27344 or submitted via email to ndarden@silercity.org. Pre-employment drug testing and background checks are required upon conditional job offer. EOE.

The Town of Siler City is an Equal Opportunity Employer. The Town of Siler City's applicants are considered for employment without regard to race, color, religion, sex, national origin, age, marital or veteran status, disability, or other legally protected status. The Town invites the submission of proposals from minority and women-owned firms and certified Section 3 business concerns if the contract is over $100,000 for non-construction contracts.
The Town of Siler City will make appropriate arrangements to ensure that disabled persons are provided other accommodations, such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of materials for the blind, or assuring a barrier-free location for the proceedings.

This information is available in Spanish or any other language upon request. Please contact Nancy Hannah at 919-726-8625, 311 North Second Avenue, Siler City, North Carolina 27344, or nhannah@silercity.org for accommodations for this request.

Esta información está disponible en español o en cualquier otro idioma bajo petición. Por favor, póngase en contacto con Nancy Hannah al nhannah@silercity.org o 919-726-8625 o en 311 North Second Avenue, Siler City, North Carolina 27344 de alojamiento para esta solicitud.