



Madison County Vacancy Announcement

911 Telecommunicator

Position Summary:

This individual will be responsible for responding to citizen and public safety inquiries, in addition to creating and maintaining vital records. Work is performed in a restricted facility; sitting at a computer terminal using state-of-the-art telecommunications equipment. This customer service oriented person would work a 12 hour shift assignment and be available for recall during declared emergencies. Ability to resolve the common challenges associated with handling calls for Fire/EMS services. Ability to listen and comprehend radio transmissions, articulate well, be professional, control the radio air traffic and correctly broadcast detailed information to officers. Ability to resolve common challenges associated with handling calls for police/fire/EMS services. Ability to demonstrate an on-going commitment to customer service by paying attention to details while handling multiple calls in a high stress, fast paced environment.

This position is non-exempt under the Fair Labor Standards Act.

Where to Apply:

The position is open until filled. Submit a North Carolina State Application (PD 107) with a cover letter to Madison County Human Resources. To obtain an application, visit <http://www.madisoncountync.org/employment.html>. Applications will be accepted at the Madison County Human Resources Office, 107 Elizabeth Ln., Marshall or mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753.

Madison County Government is an Equal Opportunity Employer.

Essential Functions:

- Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, public utilities, or general information concerning addresses and nature of problems.
- Deciphers, prioritizes and gathers information from callers.
- Guides dispatched personnel by utilizing the mapping system.
- Dispatches personnel after hours for emergencies; dispatches specialized units.
- Receives and transmits information and messages.
- Maintains an in-house computer database and communications logs and reports.

Education and Experience:

The employee must be able to obtain certified in CPR, Priority Emergency Medical Dispatch within 6 months of hire date. This individual is a team player and able to perform successfully in what can be a stressful work environment.

Knowledge, Skills, and Abilities:

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings; ability to type at a reasonable rate of speed; ability to speak distinctly; ability to utilize computer aided dispatching and networking software; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

Physical Requirements:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Additional physical requirements:

- Must be able to physically perform the basic life operational functions of talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift objects.
- Must possess the visual acuity to work with data and figures, operate a computer terminal, and do extensive reading.

Requirements: Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive random drug testing.

Salary: \$27,165