



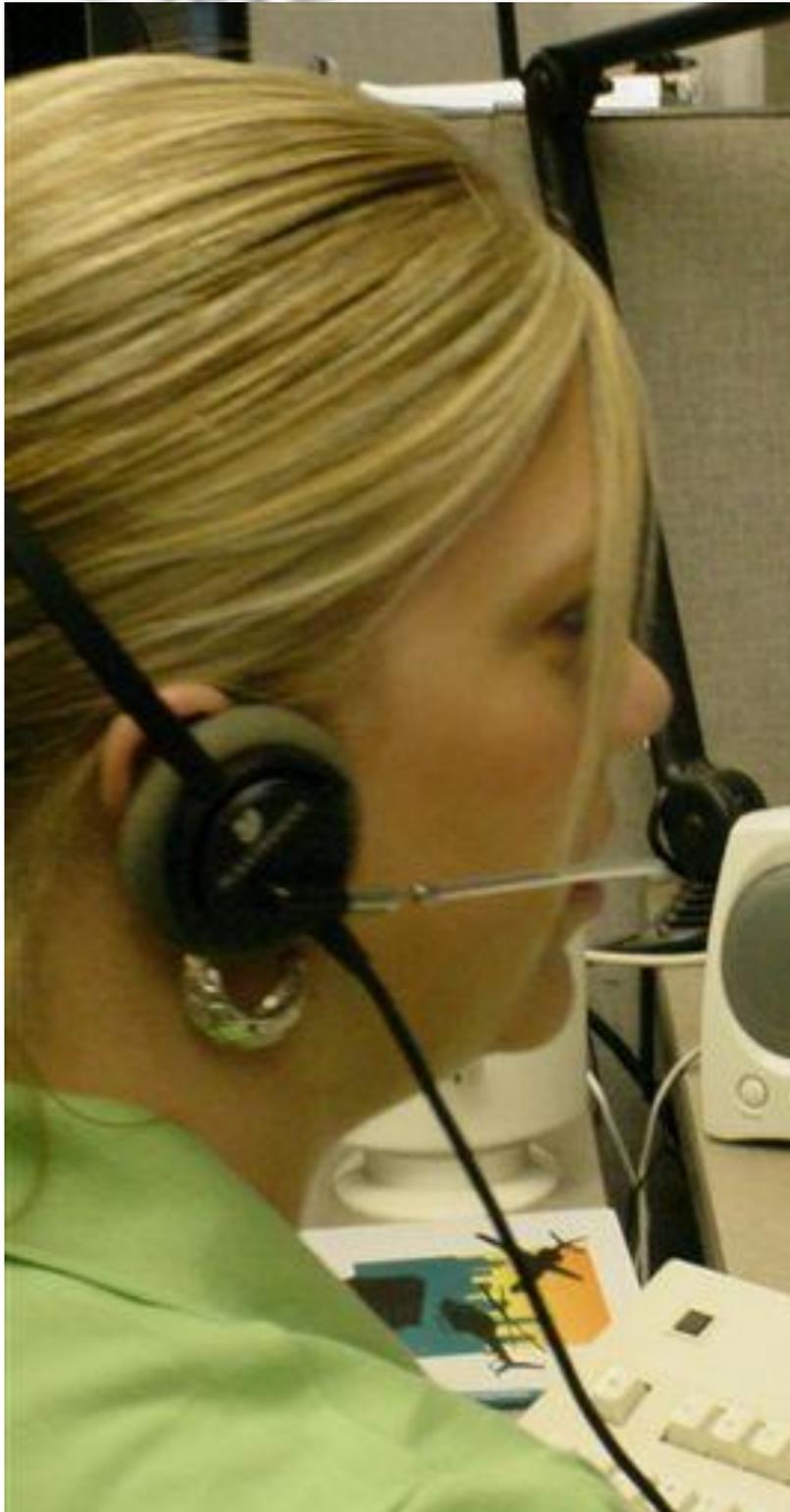
CATAWBA COUNTY

E911

Communications

A calm voice when seconds count

A great place to work



Make a difference in someone's life...

✓ Impact

Very few jobs offer the opportunity to impact people's lives as that of telecommunicator. With every call comes the potential of a life or death situation. The calm voice and response of the telecommunicator reassures the caller that help is on the way. The response of the telecommunicator constantly makes a difference in someone's life.

✓ Innovation

The Catawba County E911 Communications Center employs the latest technology to locate callers and dispatch appropriate personnel. A state of the art phone system has been installed in conjunction with an automated vehicle locating and dispatching system. The Center is moving to be one of the first Next Generation E911 centers in the nation.

✓ Professional Growth

We provide continuous training and professional development for our staff. All staff is certified with the NC Department of Justice Telecommunicator Certification, the Division of Criminal Information Operator Certification and Emergency Medical Dispatcher Certification.

✓ Stability & Benefits

Because we are part of local government, we are able to offer comprehensive benefits to our staff, including; consistent salary, paid vacation, insurance, sick days, longevity pay, retirement, short and long term disability, flexible spending accounts, and more.

Make a difference in someone's life . . .

Consider an **E911** Career

Catawba County embraces diversity in our community as well as our workforce and seeks to enhance it on all levels. We believe workplace diversity is a major contributor to success and welcome applications from minority individuals.

As an Equal Opportunity Employer, all hiring, promotions, demotions, training, and other opportunities are based on qualifications and without regard to race, color, national origin, sex, religion, age, disability, or political affiliation.

Job Details

The 911 Operator positions are essential to the operation of Emergency 9-1-1, administrative phone, Emergency Radio Communications, Computer Aided Dispatch, Emergency Medical Dispatch, and related communications equipment for Catawba County, which serves numerous public safety agencies. Duties include: answering 9-1-1 Emergency telephone calls, dispatching law enforcement, fire, EMS and rescue responders and providing emergency medical assistance until emergency responders arrive on scene; operation of Public Safety Radio System; operation of Computer Aided Dispatch system and maintaining thorough dispatch records; operation of DCI/NCIC Computer systems including entry of stolen property and wanted/missing persons and performing searches in these systems to assist officers responding to calls and/or investigating suspicious activities; and other related duties.

Requirements

- ✓ Graduation from high school and experience in communications or related work; or an equivalent combination of education and experience.
- ✓ To be fully qualified, applicants must possess the following certifications: CPR, NC Department of Justice Telecommunicator Certification, Division of Criminal Information Operator, and Emergency Medical Dispatcher. Trainees will be considered. If hired as a trainee, pay will begin at 5% less than minimum pay until certifications are met. Certifications must be met within a year of employment.
- ✓ A good working knowledge of Windows and Microsoft Office Suite and the ability to type 35wpm is required.
- ✓ Also, it is necessary for applicants to possess strong customer service, computer skills and communication skills, along with high tolerance for very stressful situations.
- ✓ This is a sedentary position and requires good multi-tasking skills. Position is considered light work; lifting up to 20 pounds.
- ✓ Applicants must be 21 years of age or older.

Salary

Minimum - \$29,707 (Trainee salary - \$28,222)



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For information on E911 or other
Catawba County careers, contact:
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