

# DU-COMM

## DuPage Public Safety Communications

600 Wall Street  
Glendale Heights, IL 60139  
(630) 260-7500 Administration  
(630) 924-9280 Facsimile



### 9-1-1 Telecommunicator (Full-time) Glendale Heights, IL

DuPage Public Safety Communications (DU-COMM) is among the largest consolidated 9-1-1 communications centers within the state of Illinois. DU-COMM is a 24 hour, 7 day a week operation serving 27 Fire/Police/EMS agencies throughout DuPage County. DU-COMM is currently seeking 9-1-1 Telecommunicator applicants that have the desire to work in an exciting, challenging and rewarding career field.

Telecommunicator job duties include answering 9-1-1 telephones, transmitting vital information to emergency personnel via the radio, relaying information via the Computer-Aided Dispatch terminal, monitoring fire/burglar alarms, and answering administrative lines serving the police/fire personnel.

Telecommunicators have a starting salary of \$37,689 with an increase to \$41,828 after successfully completing 6-9 months of training. The current union contract pay scale allows for a top salary of \$59,862 after just six years of service. These figures are likely to increase due to pending negotiations. Employees start earning paid time off at an accrual rate of 8 hours bi-weekly, totaling 208 hours a year after they are phone certified (approximately 6 weeks from hire). Additional benefits consist of extended sick leave allowance, IMRF retirement plan as well as excellent insurance packages for medical, dental, vision, and life.

Advancement opportunities include: Cross-Trained Operator (XTO - trained on both police and fire dispatching), Certified Training Operator (CTO – help in the training of new hires), Operator In Charge (OIC – assists Operations Managers in administrative and supervisory functions) and Language Operator (LNG – bi-lingual in Spanish).

#### Requirements:

- Applicants must be at least 18 years of age
- Applicants must have a High School Diploma or Equivalent
- Applicants must be able to accurately type at least 35 wpm
- Applicants must be able to pass the applicant testing, full police background investigation, psychological exam and drug/hearing/vision screenings
- Schedule flexibility and multi-tasking are fundamental

Employees will rotate on all 3 shifts during their first 2 years, therefore all applicants must have the ability to work any of the 3 shifts, weekends and holidays along with overtime that maybe mandatory.

#### Beneficial Qualifications:

- Previous experience in a public safety environment
- Experience with multi-line telephone equipment
- Bi-Lingual Spanish/English skills
- Computer/data entry experience

Applications are available at [www.ducomm.org](http://www.ducomm.org) or at our facility located at 600 Wall Street, Glendale Heights, IL 60139 starting May 21, 2008. Applications will be accepted until June 10, 2008. Mandatory orientation and group testing will be held on June 16, 2008.