

**KENOSHA JOINT SERVICES  
1000 55 STREET  
KENOSHA, WI 53140**

**911 TELECOMMUNICATOR**

**GENERAL STATEMENT OF DUTIES:** The 911 telecommunicator provides dispatch and communications operations for law enforcement and emergency service agencies in Kenosha County. The telecommunicator is responsible for dispatching the proper agencies in response to requests for assistance by the public and aids in dispatching and coordinating the agencies in accomplishing their official duties. Employees in this position normally work specific shifts that cover a 24 hour period. Work is performed under the general direction of a communications manager and shift supervisors. **This position is subject to mandatory overtime hours.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (not limited to) Operates radios, telephones, computers, teletype and other electronic communications equipment; gathers emergency and non-emergency related information; determines actions, assists callers, and dispatches appropriate responses; maintains logs and records; and provides information to service units and agencies.

**PHYSICAL REQUIREMENTS:** This is sedentary work requiring the exertion of up to 50 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires reaching, bending, walking, lifting, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, detecting color differences, and determining the accuracy and thoroughness of work. The worker is not subject to adverse environmental conditions.

**OTHER REQUIRED DUTIES AND RESPONSIBILITIES:** Monitors public safety alarms, weather and emergency situations; activates warning systems, pagers, sirens, and notifies persons or agencies of needs or problems; assists in training and performs any other duties required.

**ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:** (not limited to) The ability to read, write, and speak English fluently; speak clearly; hear and understand radio, telephone, and verbal communications; vision capable of reading documents and operating the equipment in the work area; ability to sit for long periods of time and work in an enclosed area; ability to remain in control and work under stressful situations; ability to mentally retain information on a short and long term basis; ability to comprehend and follow oral and written instructions and to think and react quickly in all types of situations; ability to organize and execute assigned tasks; ability to compile, analyze, record and assemble data and information in a meaningful and effective manner and make good decisions and judgments; ability to perform several functions in rapid succession or at the same time; ability to tactfully and courteously communicate with callers in emergency situations and/or altered mental states; ability to learn and operate various types of equipment used in the assigned duties; ability to learn and apply the proper methods, techniques, procedures, rules, regulations, and policies governing call taking for multiple agencies; and the ability to data entry at 6200 keystrokes per hour with an accuracy rate of 95%.

All applicants are required to pass a series of qualifying tests including but not limited to a written examination, data entry test, oral interview, records and background investigation; psychological examination and physical examination inclusive of a drug screening. All qualifying applicants will receive consideration for employment without regard to age, race, creed, color, sex, national origin, handicap, or political affiliation. Residency within a defined perimeter must be established 90 days after successful completion of the probationary period. The residency policy and map may be viewed upon request.

**TRAINING AND EXPERIENCE:** Must have a high school diploma or G.E.D. and at least one year of responsible work experience. In lieu of one year of responsible work experience, any equivalent combination of training and experience which provides the required knowledge, skills, and abilities will be considered.

**SALARY AND FRINGE BENEFITS:** *Benefits subject to change.* Effective January 1, 2012, the pay range for this position starts at \$17.36 per hour to a maximum of \$21.78 per hour. Shift and other premiums are additional. Health and dental insurance, sick leave, vacations, Social Security benefits, flexible spending accounts, deferred compensation, and an Employee Assistance Program are provided. Basic group life insurance and retirement benefits are provided for.