

CITY OF O'FALLON JOB POSTING

Date Posted: November 10, 2009

Date Closed: Nov 27, 09 or until filled

Job Title: Telecommunicator/Dispatch – Part-time

Department: Public Safety

Location: 285 North Seven Hills Road

Pay: \$19.03 per hour (per union contract)

Essential Duties (*including but not limited to*):

Use a computer-aided dispatch system, receive emergency calls from the public requesting police, fire, medical or other emergency services; determine the nature and location of the emergency; determine priorities, and dispatch police, fire ambulance or other emergency units as necessary and in accordance with established procedures; receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police and fire units; monitor direct emergency alarms, answer non-emergency calls for assistance; enter, update and retrieve information from a variety of computer systems; receive & respond to requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data; monitor several complex public safety radio frequencies; operate a variety of communications equipment, including radio consoles, telephones and computer systems; other duties as required to support the Public Safety Department.

Qualifications:

Requires

- 1) High School diploma or equivalent;
- 2) Preference given to those certified in the use of the 911 Telephone system, Emergency Medical Dispatch, LEADS, REJIS and ability to learn in-house computer systems;
- 3) Willingness/availability to work 12-hour shifts (including evenings & weekends);
- 4) 40 words per minute typing speed;
- 5) Ability to use or learn to use word processing, spreadsheet and database software;
- 6) Ability to use a multi-function telephone, fax machine, copy machine, calculator, Dictaphone and other office equipment;
- 7) Must maintain strict confidentiality and be able to work independently;
- 8) Excellent customer service skills including the ability to efficiently and courteously interact with people;
- 9) Ability to calmly multi-task dispatch services: simultaneously dispatch public safety personnel, search for information, accept telephone/radio calls, assist callers, as needed when an emergency arises.

Apply to: Submit application (with or without resume) to: HR - Dispatch
255 South Lincoln
O'Fallon, IL 62269
Fax: 618-624-4508

To guarantee consideration, application material must be received on or before the Date Closed listed above.

Call 624-4500, ext 9-1130 with any questions about this posting or the application process.

The City of O'Fallon is an Equal Opportunity Employer.