

**WINSTON-SALEM POLICE DEPARTMENT**  
Winston-Salem, North Carolina

An Internationally Accredited Law Enforcement Agency

**COMMUNICATIONS OPERATOR**

Starting Salary: \$28,890.00

\$0.65 per hour pay differential for scheduled evening and midnight shifts.

Work Schedule: 36/48-hour work week,  
12-hour shifts, permanent day or mids after training

Applications for the position of Communications Operator are accepted as vacancies occur. The application process and a job description follow:

**STAGES OF THE APPLICATION PROCESS:**

1. Submission of City Application (Initial Application) & Typing Test (Through Human Resources Office)
2. Review of Application by Winston-Salem Police Department Recruiting Personnel (Applicants who meet minimum qualifications will proceed to the next stage)
3. Completion of Application Package
4. Pre-Conditional Offer of Employment Testing
  - Oral Interview
  - Statistical Risk Analysis
5. Background Investigation
6. Conditional Offer of Employment
7. Post-Conditional Offer of Employment Testing
  - Drug Screening
  - Medical Examination
  - Polygraph Examination
  - Comprehensive Evaluation
8. Final Offer of Employment to Selected Applicants

**JOB DESCRIPTION:**

Performs responsible technical work during varied shifts on an assigned squad under immediate supervision. Responsible for processing emergency and non-emergency requests for service of police, fire or medical units and dispatches police and fire units; does related work as required. Works varied shifts, operates and monitors radios, recording devices, paging and alarm systems; receives and transmits messages by radio utilizing a Computer-Aided Dispatch system; receives and processes citizen requests for police and fire personnel on an Enhanced-911 telephone system; utilizes Division of Criminal Information and in-house computer systems.

**QUALIFICATIONS:**

Education and Experience: Any combination of education and experience equivalent to graduation from high school. Applicants must be at least 18 years of age and have no felony arrests or serious misdemeanors. Although not required, additional training and

education in management and communications and experience in public safety communications will be helpful.

**Knowledge, Skills and Abilities:** Ability to communicate by radio or telephone clearly and distinctly; minimum typing speed (25wpm); ability to sit for extended periods of time in a temperature controlled environment and the ability to effectively communicate with the public and departmental personnel under stressful conditions. Although not required, it will be helpful to have some knowledge of the methods of operating a communications system, including Computer-Aided Dispatch and Enhanced-911; some knowledge of the geography of the City, police and fire policy and procedure, laws and ordinances and the ability to apply them to citizen questions and complaints.

**SPECIAL REQUIREMENTS:**

Possession of a valid Division of Criminal Information Certificate.

**TRAINING:**

- Basic Operator School
- Division of Criminal Information (DCI) Certification Instructed by the State Bureau of Investigation (SBI)
- Geography
- Agency Policies
- Computer Aided Dispatch (CAD) System for Fire and Police
- Associated Public-Safety Communications Officers (APCO) National Certification Program
- On the job training program

All Training Provided by the Agency

If you meet these qualifications and are interested in working for a professional, innovative, and progressive law enforcement agency, please contact the Recruiting Unit at (336) 773-7925 or toll free at 1-877-777-WSPD. You may also e-mail the Recruiting Unit at the following:

recruit@wspd.org

Police Recruiting Office  
Public Safety Center  
725 North Cherry Street  
Winston-Salem, North Carolina 27102-1707

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