

Be a 1st First Responder

Cumberland County is seeking

Emergency Telecommunicators

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Position Overview

Upon completion of approximately eight weeks of training, the work schedules are 12 hour shifts, 7 a.m. – 7 p.m. or 7 p.m. - 7 a.m. Shifts are subject to change based on the needs of the organization.

Under general supervision, positions receive incoming emergency phone calls on the E-911 system utilizing the International Academy standards for Fire, EMS and Police; and dispatch the appropriate agency to respond to the need for assistance. Handles emergency and non-emergency calls and/or transfers the calls to the appropriate agency.

Examples of Duties

- Receives incoming emergency calls on the E-911 system.
- Using established procedures, identifies needs of caller and dispatches agency/personnel to respond to the need for assistance.
- Provides responding agency/personnel with available information to ensure appropriate response and to facilitate safety of caller/victim and responding personnel for multiple agencies.
- Gives medical instructions over the phone as needed; and works to calm panicked callers.
- Logs incoming calls and dispatch-related information into an automated system (CAD).
- Dispatch units for multiple jurisdictions.
- For non-emergency situations, provides information, answers questions and/or refers caller to appropriate staff.

Minimum Qualifications

Graduation from high school or GED. Must be able to respond to specified emergencies or incidents on a 24 hour basis.

Manager's Preference will be given to applicants with demonstrated experience in a high volume/high stress work environment, where long hours may be involved.

Necessary additional requirements:

Successful completion of a keyboarding test with a score of 35 net words per minute will be required. Candidates passing the Keyboarding test will then take the CritiCall test. A background check will be conducted on those applicants passing both tests.

Candidates will be contacted via the email address on the application by a Human Resource representative to schedule testing. Please check your inbox and spam folder for emails from NEOGOV/government jobs.

Due to the Title 12, Section .0400 – Standards and Certifications for a Telecommunicator changes in 2014 all applicants must meet the following requirements:

- Candidates shall be a citizen of the United States
- Candidates shall be at least 18 years of age.
- Has never been convicted of a felony.
- Has not been convicted of a Class B misdemeanor within 10 years.
- Has no pending or outstanding criminal charges of a Class B misdemeanor or greater

Annual Salary \$34,000

Cumberland County

is a public employer that continuously seeks to hire and retain motivated, team oriented, and qualified staff to perform their assignments with excellent customer service and fiscal responsibility.

Employment opportunities are offered in public service where each of our departments meet a unique need in the community which we serve. The county has more than 400 job classifications with over 2000 employees that offer qualified applicants a variety of opportunities to develop careers in their areas of interest. Our employees are our most valuable asset, where we strive to ensure effective management of a diverse work force and non-discriminatory practices as an Equal Employment Opportunity employer.

We offer our employees a comprehensive benefit package, healthy lifestyle choices through our Wellness Programs, an onsite pharmacy and employee health clinic, including continuous learning services throughout your work career. To see more information about benefits offered to employees,

CUMBERLAND
COUNTY
NORTH CAROLINA

co.cumberland.nc.us

Come work with us! We provide all training and credentialing.