



Madison County Vacancy Announcement

Telecommunicator

Position Summary:

This individual will be responsible for responding to citizen and public safety inquiries, in addition to creating and maintaining vital records. Work is performed in a restricted facility, sitting at a computer terminal using state-of-the-art telecommunications equipment. This customer service-oriented person would work a 12 hour shift assignment and be available for recall during declared emergencies. (New hire would work three to six weeks training on day shift, then switch to night shift thereafter) Ability to resolve the common challenges associated with handling calls for Law Enforcement, EMS, Fire Departments, and Emergency Management. Ability to listen and comprehend radio transmissions, articulate well, be professional, control the radio air traffic and correctly broadcast detailed information to officers. Ability to demonstrate an on-going commitment to customer service by paying attention to details while handling multiple calls in a high stress, fast paced environment. Must maintain confidentiality in all areas of communications center and work-related issues. Individual must be a team player and able to perform successfully in what can be a stressful work environment.

This position is non-exempt under the Fair Labor Standards Act.

Essential Functions:

- Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, public utilities, or general information concerning addresses and nature of problems.
- Deciphers, prioritizes and gathers information from callers.
- Guides dispatched personnel by utilizing the mapping system.
- Dispatches personnel after hours for emergencies; dispatches specialized units.
- Receives and transmits information and messages.
- Maintains an in-house computer database and communication logs and reports.

Education:

High School Diploma or Equivalent education and experience. Must be able to obtain certification in CPR, Priority Emergency Medical Dispatch within six months of hire. The employee must also complete Modules 1 – 3 of DCIN/ NCIC training within 120 days of employment.

Knowledge, Skills, and Abilities:

- General knowledge of the geography of the County and location of important buildings.
- Ability to type at a reasonable rate of speed.
- Ability to speak distinctly.

- Ability to deal courteously with the public under stressful conditions.
- Ability to establish and maintain effective working relationships with associates and the general public.

Management Preferences:

- Previous Law Enforcement/ Security training or experience.
- Ability to utilize computer aided dispatching and networking software.
- General knowledge of the methods of operating the communications system.
- General knowledge of radio and teletype procedures.

Physical Requirements:

The physical demands and work environment characteristics described here are representative of this that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Additional physical requirements:

- Must be able to perform the physical life functions of climbing, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects.
- Must possess visual acuity to prepare and analyze data and figures and to perform extensive reading.

Additional Requirements: Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive random drug screens. Must possess a valid North Carolina Driver License or be able to obtain one within 60 days of employment.

Salary: \$30,731.00 - \$40,000.00, dependent upon education and experience.

This position comes with a benefits package including participation in LGERS (a defined benefit retirement plan), paid health insurance, dental, eye and other supplemental insurances, as well as paid vacation, sick, and holiday time.

Where to Apply:

The position is open until filled. Submit a North Carolina State Application (PD107) with a cover letter to Madison County Human Resources. To obtain an application, visit [PD107-7.2022.pdf](#) (madisoncountync.gov) Applications will be accepted at the Madison County Human Resources Office, 107 Elizabeth Lane, Marshall, or mailed to Madison County Human Resources, PO Box 579, Marshall, NC 28753. Applications will also be accepted via email to hr@madisoncountync.gov.

Madison County Government is an Equal Opportunity Employer.