
EFFINGHAM CITY POLICE DEPARTMENT
Part-time 911 Telecommunicator

Salary & Benefits: \$13.62; Holiday pay at time and a half, participate in the Illinois Municipal Retirement Fund (IMRF)

REQUIREMENTS:

- High School graduate or comparable equivalent education
- Pass a written and keyboard exam
- Pass a thorough background investigation
- Pass vision, hearing, and drug test
- Successfully complete the following:
 - a. 3 to 5 month in house training program
 - b. Obtain L.E.A.D.S. certification
 - c. Obtain E.M.D. certification
 - d. Obtain CPR certification
 - e. Obtain Blood borne/Haz Mat certification
 - f. Obtain NIMS IS100, IS200, IS700, & IS800 certification
 - g. 12 month probation
- Ability to learn geographic area, community and agency resources, standard operating procedures, and mutual aid agreements by the end of probationary period.
- Excellent listening skills and the ability to communicate clearly and elicit needed information from emotionally stressed and challenging callers.
- Ability to remain calm in emergency situations and relay that composure to callers and field personnel.
- Flexibility and adaptability, including the ability to multi-task, working as a team.
- Ability to maintain confidentiality and exercise discretion and judgment in dealing with sensitive or confidential information.
- Ability to troubleshoot, analyze and resolve basic computer and equipment problems.
- Ability to keyboard by touch and efficiently utilize computers in the performance of the essential functions of the position.
- Ability to remain stationary for extended period of time (sitting/standing etc.), and be sufficiently mobile within the 9-1-1 center to perform the essential functions of the position.
- Must be flexible to work shifts, weekends, and Holidays
- Typing 35/45 words per minute, using multiple keyboards and programs
- Good hearing, listening and verbal communications

DUTIES: Answering 911, emergency and non-emergency phone lines, taking complaints, Determine nature of calls and dispatch to Police/Fire/ EMS units
Document all information in CAD (Computer Aided Dispatch)
Operate multiple programs while monitoring computer screens for telephony system, numerous radio systems, mapping, CAD and recording system.
Provide Pre-Arrival instructions using Emergency medical guidelines.
Respond rapidly and effectively to stressful conditions in a 24/7 Environment dealing in multiple's at once.

Applications can be picked up at City Clerk's Office, Effingham City Police Department, or contact Communication Manager Jodi Moomaw at 217/342-5327