



NOW HIRING:

911 COMMUNICATIONS OPERATOR

(Part-Time)

JOB ID 16-12

Are you an experienced 911 dispatcher interested in a new challenge? The Village of Glencoe is seeking experienced dispatchers to serve as part-time communications operators in the Village's dispatch center. The Village has an immediate need for part-time staff to supplement the full-time staff and provide coverage for full and half shifts.

The Public Safety Department is a full-service, combined public safety department that is staffed by civilians as well as cross-trained sworn public safety officers, who provide police, fire, and emergency medical services. 911 communications operators are a vital part of the public safety team, answering and dispatching 911 calls for service, and communicating with public safety officers in the field, providing customer service for walk-in customers and over the phone, assist with records management. Communications operators often work alone as the single dispatcher on shift.

Job responsibilities include:

- Answer 911 calls for service and non-emergency calls
- Dispatch police, fire and EMS units
- Provide emergency medical dispatch
- Communicate with public safety officers in the field
- Assist with Public Safety records management
- Provide customer service for walk-in customers after normal Village Hall business hours

Required qualifications include:

Education and Experience

- High school diploma or GED
- At least one year of 911 dispatching experience
- Fire dispatch experience strongly preferred
- LEADS full access and EMD strongly preferred

Functional Knowledge

- Ability to work independently in single-operator center
- Ability to learn the Village's streets, geography, police beats and fire grids; read and understand maps
- Use telephone, teletype, dispatch and related equipment

Interpersonal and Communication

- Outstanding customer service skills
- Communicate clearly and effectively under pressure
- Good judgment and decision making in emergencies
- Use proper radio procedures and 10 codes
- Maintain strong working relationship with Public Safety staff

Physical Requirements and Work Environment

- Occasional lifting/carrying up to 25 pounds (with or without reasonable accommodation)
- Frequent communication with customers
- Work time primarily performed in office environment
- Strong emphasis on workplace safety

SALARY: Pay rate of **\$24 to \$28 per hour DOQ**, and there are no fringe benefits.

TO APPLY: Please e-mail cover letter, resume, and [application](#) to employment@villageofglencoe.org and reference **Job ID 16-12 PT Communications Operator** in the subject line of the e-mail. The position will remain open until filled, and first resume review will take place on or around September 30, 2016.

Persons requiring reasonable accommodations under the Americans with Disabilities Act are asked to contact the Village Manager's Office at (847) 835-4114. The Village of Glencoe is an Equal Opportunity Employer.