

Berkeley County Government
JOB OPENING – EXTERNAL POSTING

TELECOMMUNICATOR or TELECOMMUNICATOR TRAINEE (PS101369)

DEPARTMENT: COMMUNICATIONS

JOB SUMMARY/ESSENTIAL FUNCTIONS: With an extensive training period and under closely supervised conditions, serves as the first link to emergency response services by answering and dispatching routine and 911 emergency calls to police, fire and emergency medical units and agencies. Maintain a log of radio transmissions, telephone calls, and other pertinent information and facts and inputs them into a computer. Operate NCIC machine to retrieve license registration information and outstanding warrant information. Work under the general direction of the Communications Manager and Shift Supervisors. Perform other duties as assigned.

QUALIFICATIONS:

High school graduate or equivalent and six (6) months general work experience. **Certification required for Telecommunicator.**

Must be 18 years of age or older.

Computerized testing is required. Must be able to meet the minimum requirements for each test.

Personal computer experience. Computer aided dispatch (CAD) software preferred.

Knowledge of automated telephone system preferred.

CPR Certification within six (6) months of employment.

Certification as Emergency Medical Dispatcher, NCIC terminal operator, and Certified 911 Telecommunicator within first year of employment.

Willingness to attend training classes anywhere in the continental U.S.

Knowledge of fire/EMS/police terminology preferred.

Must be articulate and with the ability to communicate clearly and distinctly by phone, radio, and in person in a semi-noisy environment.

Must be able to remain calm and think clearly to make critical decisions and exercise good judgment in stressful situations while multi-tasking.

Must be detail-oriented with the ability to work in a fast paced environment.

Must not have been convicted of a crime in which a sentence of one (1) year or greater could have been imposed by the Courts. **A criminal background check will be completed on selected applicant if a current one is not on file.**

PHYSICAL REQUIREMENTS:

This position requires the employee to frequently sit and use hands to handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear. The employee must occasionally lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Subject to sitting and telephone usage for prolonged periods of time. Continuous exposure to noise from various sources. Busy environment with personnel under pressure in highly stressful situations.

SAFETY INFORMATION/DUTIES:

This is a safety sensitive position and subject to random drug and alcohol testing. All employees holding such jobs or requesting promotion or transfer to such jobs are subject to drug and alcohol testing. Attends all required safety training, follows safety policies and procedures and uses appropriate PPE (Personal Protective Equipment) for assigned tasks.

HOURS OF WORK/MISCELLANEOUS INFORMATION:

This position is classified as non-exempt and reports directly to the Deputy Communications Director. Must be able to work flexible hours, including mandatory overtime. Must be able to work day or night shifts, weekends, and holidays as scheduled or needed due to the 24-hour operation of the center. Currently, this position is a **12 hour shift**. Shifts are subject to change but the attempt is made to maintain as much schedule stability as possible. Scheduled hours/days, job location, duties and any other information contained herein is subject to change. May be required to work extra hours and to perform extra or different duties during emergency situations.

If you are interested in applying for a position with Berkeley County Government, you will need to set up a personal account and apply online, click on "Applicant Online" from our website www.berkeleycountysc.gov and follow the prompts. For questions, contact Human Resources at 843-719-4163 (Moncks Corner); 723-3800 ext. 4163 (Charleston); or 567-3136 ext. 4163 (Saint Stephen). Computers are available in the Berkeley County Administration Building and the Libraries to apply online.

Telecommunicator - Grade TEL

Entry Level Hourly Pay Range: \$11.83-\$13.60

Telecommunicator Trainee - Grade TELT

Entry Level Hourly Pay Range: \$9.68-\$11.13

Date of Posting: 08/18/2016

Closing Date: Subject to close at any time.

BERKELEY COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.

All employees of Berkeley County Government are employed on an "at-will" basis which means that the employee may discontinue the employment relationship at any time, with or without notice or cause, and that Berkeley County Government may discontinue the employment relationship on the same grounds.

APPLICATIONS WILL NOT BE ACCEPTED FOLLOWING THE CLOSING DATE.