



*COUNTY of CUMBERLAND*  
**JOB VACANCY ANNOUNCEMENT**

POSTED: JULY 22, 2010

<u>POSITION TITLE</u>	<u>TYPE APPOINTMENT</u>	<u>SALARY</u>	<u>GRADE</u>
<b>TELECOMMUNICATOR I</b>	<b>FULL-TIME</b>	<b>\$30,805</b>	<b>63</b>
<u>DEPARTMENT/LOCATION</u>	<u>POSITION NUMBER</u>	<u>CLOSING DATE</u>	
<b>EMERGENCY SERVICES</b>	<b>ESD0513</b>	<b>OPEN RECRUITMENT</b>	

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

High school diploma or GED. Applicants must take a typing test administered through any office of the NC Employment Security Commission. Typing test score (35 wpm) must accompany application when submitted.

**HOW TO APPLY:**

Applications may be picked up and turned in to County Human Resources, Cumberland County Courthouse, Room 14, P.O Box 1829, Fayetteville, NC 28302-1829. Applications must be received in this office by 5:00 pm on the application closing date. Open recruitment positions may be closed at any time without notice. Resumes may be attached to applications; however, resumes **will not** be accepted in lieu of a completed application.

**CONDITIONS OF EMPLOYMENT:**

Must have and maintain a valid North Carolina driver's check with an acceptable driving record. Background check with law enforcement agency required. Requires drug-screening test and receipt of negative results for the use of drugs specified in the county policy. Work schedules will be on a 12 hour rotating shift, to include weekends and holidays when scheduled. Employee shall cover shifts in absence of staff when assigned.

**GENERAL POSITION DESCRIPTION AND DUTIES:**

Under general supervision, positions in this class receive incoming emergency phone calls via E-9-1-1 system. Employees in the class work in the County's Emergency Dispatch Center. Work significantly impacts the safety of the general public and the responding agency personnel. Receives incoming emergency calls on 9-1-1 system. Using established procedures, identifies needs of caller. Transfers calls to other emergency dispatchers as appropriate. Provides available information to ensure appropriate response and to facilitate the safety of caller/victim and responding personnel. May give medical instructions over the phone; works to calm panicked callers. Logs incoming calls and dispatch-related information into an automated system. Operates dispatch terminal. Enters information pertinent to incoming calls. Maintains records of calls and dispatching activities. For non emergency situations, provides information, answers questions and/or refers caller to appropriate staff. Performs related duties as required.

**KNOWLEDGE OF WORK PERFORMANCE INDICATORS:**

Has working knowledge of the methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of Telecommunicator I. Has working knowledge of principles and practices of emergency dispatch work to include the policies and procedures, techniques for calming callers and obtaining necessary information. Has working knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has working knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has working knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**THE COUNTY OF CUMBERLAND HIRES ONLY UNITED STATES CITIZENS AND LAWFULLY AUTHORIZED ALIENS WHO ARE IN COMPLIANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF NOVEMBER 6, 1986.**

CURRENT VACANCIES ARE ALSO LISTED ON OUR 24-HOUR JOB SERVICE LINE AT 678-7657 AND ON OUR WEBSITE – [www.co.cumberland.nc.us](http://www.co.cumberland.nc.us)

***AN EQUAL OPPORTUNITY EMPLOYER.***