

911 Telecommunicator

LASALLE COUNTY SHERIFF E911

The LaSalle County Sheriff Office is accepting applications for the position of 911 Telecommunicator (911 Dispatcher).

Location: LaSalle County

Department: Sheriff Office

707 East Etna Road
Ottawa, IL 61350

Work Week: Fulltime / 12 hr shifts (holidays and weekends included)

Starting Pay: \$23.96 per hr.

See Job Description for Duties, Minimum Qualifications, and Physical Demands

Position is Union/Bargaining Unit

Employee Benefits package: <https://lasallecountyil.gov/213/LaSalle-County-Benefits>

Interested persons should apply by sending a completed LaSalle County Sheriff E911 application and return it to:

LaSalle County Sheriff Department

Attn: Diana Stiles

707 East Etna Road

Ottawa, IL 61350

Or email: etsb911@lasallecountyil.gov

LASALLE COUNTY SHERIFF E-911



Telecommunications (911 Dispatcher) Job Description

Essential Duties

The primary duties of the position include (but are not limited to): determine the nature and location of the emergency; determine priorities, and dispatch Police, Fire, EMS or other emergency units as necessary (ranging from routine to critical) and in accordance with established procedures; manages situations as conditions change; perform Emergency Medical Dispatch and crisis intervention including pre-arrival instructions using available resources; receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of local Police, Fire and EMS units; answer non-emergency calls for assistance; enter, update and retrieve information from a variety of computer systems; receive & respond to requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data; monitor numerous public safety radio frequencies; operate a variety of communications equipment, including radio consoles, telephones and computer systems; other duties as required to support the LaSalle County E911 Center and the Sheriff Department.

Requirements

- High School diploma or equivalent
- Ability to learn in-house computer systems is required

- Reliability and regular attendance are required
- Ability and willingness to work evenings, weekends, and holidays, and overtime when needed
- Ability to speak English clearly and accurately
- Must have emotional and psychological stability to function effectively under the stressful demands of Law Enforcement, Fire and EMS response needs.
- Must have corrected vision that would enable him/her to perform all tasks under various lighting conditions and must have good hearing ability to an extent that would be not place himself/herself or others in peril.
- Must have the intellectual skills and manual dexterity to learn to operate various standard office and radio equipment.
- **Must maintain strict confidentiality** and be able to work independently;
- Excellent customer service skills including the ability to efficiently and courteously interact with people;
- Ability to calmly multi-task dispatch services and provide crisis intervention: collect necessary information from callers and officers; simultaneously dispatch public safety personnel, search for information, accept telephone/radio calls, assist callers, as needed when an emergency arises.

TELECOMMUNICATOR DUTIES

including but not limited to the following:

- 1) Answer emergency calls for assistance, determine the type of response necessary and dispatch assistance as required.
- 2) Answer and field non-emergency calls for assistance in order to disseminate to the proper individual/division/agency.
- 3) Screen and prioritize incoming calls for service.
- 4) Initiate, update, and complete Incident Records for all Calls for Service through the CAD (computer aided dispatch) system, regardless of emergency or non-emergency in nature.
- 5) Enter, update, remove, and query items/persons through the NCIC/LEADS system.
- 6) Initiate and document requests from the emergency service field units.
- 7) Be the link between law enforcement officers in the field and the citizens of LaSalle County.
- 8) Be responsible for maintaining the communications center in a neat and clean professional environment including picking up the console area at the end of their shift and leaving the area clean for on-coming personnel.
- 9) Complete required criteria and testing/certifications for LEADS, PowerPhone Continuing Education, Law Enforcement, Fire, and Emergency Medical Dispatch call-taking and dispatching. CPR certified (Re certification every 2 years) and IDPH EMD license (every 4 years)
- 10) Be responsible for running criminal histories/ state SID numbers/ out of state SID numbers / FBI numbers for Sheriff Office, Detention Home, Probation, States Atty, Coroner Office, Jail Personnel, and Secondary Units.
- 11) Be responsible for hit requests and responses and administrative messages on all Hot files. Also responsible for hit request and administrative messages for the jail.

- 12) Be responsible for double checking and running information when a discrepancy occurs as requested by record clerk, civil process clerks, warrant clerk, deputies, states attorneys, and other government agencies.
- 13) Be responsible for detainees and hold requests for our wanted persons that are incarcerated with Illinois Dept of Corrections.
- 14) Be responsible for answering Com Ed, IEMA, NARS phone and filling out NARS forms in radio and in EOC. Be responsible for making notifications as required by the emergency notification flow chart
- 15) Be responsible for testing the Com Ed and emergency sirens for the monthly tests and if needed for an emergency situation
- 16) Be responsible make hazardous weather notifications- i.e. EMA, Sheriff, Undersheriff, Chief Deputy, Nursing Home, campgrounds...

Supplemental Information

- Be sure to include three references with your application
- If you have taken any applicable training, attach a copy of the certificate

CLICK HERE TO COMPLETE ONLINE FORM

OR

download, print and complete the application (below) and **deliver, mail, or email to:**

**LaSalle County 911 Department
707 East Etna Road, Ottawa, Illinois 61350
Email: etsb911@lasallecountyil.gov**

La Salle County Sheriff E9-1-1

Telecommunications Employment Application (Please Download and Print) Date: _____

Qualified applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, veteran status, or the presence of a non-job related medical condition or handicap. **If you applied within the last 6 months, your application is still on file.**

Full Name: _____ Date of Birth: _____
Last _____ First _____ M.I. _____
Address: _____ Apartment/Unit # _____
Street Address _____
City _____ State _____ ZIP Code _____

Phone: (____) _____

Date Available: _____

Position Applied for: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you filed application here before? YES NO If yes, when? _____

Have you ever been employed here before? YES NO If yes, when? _____

Have you ever been convicted of a misdemeanor or felony? YES NO

If yes, explain: _____

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

List professional, trade, business, or civic activities and offices held. (exclude groups which indicate race, color, religion, sex or national origin).

Can you travel if job requires it? Yes No

Are you available to work: Full Time Part Time Shift Work

Any restriction on specific day(s) of the week? Yes No

If yes please explain: _____

Are you able to sit for extended periods of time? Yes No

Do you have basic computer skills? Yes No

References

Please list three professional references.

Full Name: _____

Relationship: _____

Company: _____

Phone: (____) _____

Address: _____

Full Name: _____

Relationship: _____

Company: _____

Phone: (____) _____

Address: _____

Full Name: _____

Relationship: _____

Company: _____

Phone: (____) _____

Address: _____

Previous Employment

Company: _____

Phone: (____) _____

Address: _____

Supervisor: _____

Job Title: _____

Starting Salary: \$ _____

Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

YES

NO

May we contact your previous supervisor for a reference?

Company: _____

Phone: (____) _____

Address: _____

Supervisor: _____

Job Title: _____

Starting Salary: \$ _____

Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

YES

NO

May we contact your previous supervisor for a reference?

Company: _____

Phone: (____) _____

Address: _____

Supervisor: _____

Job Title: _____

Starting Salary: \$ _____

Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

YES

NO

May we contact your previous supervisor for a reference?

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers given herein are true and complete to the best of my knowledge. I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision. I will, if required, submit to a polygraph test. In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I also understand that I am required to abide by all policy/procedure rules and regulations of my employer.

Signature: _____ Date: _____

The La Salle County ETSB is an Equal Employment Opportunity Employer
M/F/V/H