

**CITY OF SCOTTSBORO
JOB POSTING
SCOTTSBORO POLICE DEPARTMENT**

Posted: Friday, November 18, 2022
Removal: Friday, December 2, 2022
Position: Telecommunication Officer
Range: \$14.13 - \$23.79 per hour

Job Summary

Under the direction of the Telecommunications Supervisor, the employee performs clerical and dispatch duties involving the receipt of emergency and non-emergency calls. Duties involved are taking 911 emergency calls, dispatching police, fire, ambulance, air ambulance, utilities and other essential agencies. The employee also maintains both written and recorded records.

Minimum Qualifications

1. Possession of a high school diploma or GED.
2. Ability to obtain NCIC certification within six months.
3. Minimum age of nineteen (19) years.
4. Ability to obtain EMD certification within six months.
5. Possess valid and current Alabama driver's license.

Job Domains, Skills, and Abilities

Telecommunications/Dispatching: Answers 911 and administrative calls. Determines if call is emergency, location of emergency call, if injuries involved, appropriate agency to dispatch call. Utilizes GPS or GIS system to locate callers. Enters police traffic into the CAD System. Follows established protocols for support and guidance until agency arrives.

Records/Recordkeeping: Verifies vehicle and driver information. Performs background checks for Housing Authority applicants and detained individuals. Performs checks on pawn shop slips. Enters warrants in computer and distributes to other proper agencies. Enters citizen complaints. Issues BOLO to surrounding agencies. Performs other duties as assigned.

Knowledge and Skills: Skills in effective phone etiquette. Ability to type, talk, and listen effectively. Ability to read maps, operate computers and software. Ability to communicate effectively. Ability to remain calm and make decisions quickly. Ability to be on call twenty-four hours seven days a week. Ability to work non-standard work hours.

*Can be acquired on the job:

*Knowledge of the 911 telephone radio dispatch system. *Knowledge of State and Federal Statutes. *Knowledge of City and departmental policies and procedures. *Knowledge of City streets and numbers, geographic layout of City and County.

The City of Scottsboro is a drug-free workplace and an Equal Opportunity Employer.