



The Pineville Police Department is currently recruiting for a Full Time Telecommunicator. Under the general supervision of the Telecommunicator Supervisor, the Telecommunicator operates telecommunication equipment in the receipt and transmission of police, fire and other calls. Telecommunicator perform technical work in monitoring multi-channel telecommunications equipment to dispatch police, fire, first responders or other personnel and equipment in response to emergency and non-emergency calls on an assigned shift. Employees in this class receive complaints and other forms of communications from the general public where appropriate, contacts the units to be dispatched, giving the type and location of the emergency and other pertinent information.

ESSENTIAL JOB FUNCTIONS

Receive incoming calls on multi-band, multi-channel telecommunications equipment; classifies as to nature and type of emergency or call; Obtains precise and detailed information usually from distressed individuals to ensure an appropriate course of action; Dispatches appropriate public safety personnel and equipment

Responds to requests from the general public for information concerning full range of available public services or routes calls to appropriate department, division or person; Records demographics and other identifying data for each call received according to type and nature of emergency or non-emergency; Operates computer terminal for DCI (Division of Criminal Information) and departmental computer system; Enters and extracts data needed for investigative purposes by police or others authorized to receive such data; Receives and dispatches E911 calls, operates E911 equipment, including systems for telecommunication with the deaf

Operates computer terminal for Computer Aided Dispatch (CAD); Receives and dispatches police calls for both the Towns of Pineville and Mint Hill; Receive and transfer all fire/medic calls for Pineville and Mint Hill to the County for assistance; Monitors CCTV and intercom systems and performs related duties and assignments as directed by the department

EDUCATION AND EXPERIENCE

Graduation from High school or GED equivalent and some experience in radio dispatching or public safety telecommunications work requiring computer skills and voice communication preferred; or any equivalent combination of experience and training which provides the required knowledge, skills and ability.

Must be able to read, write and speak the English language

Must be able to acquire and maintain a valid certification from the North Carolina Division of Criminal Information as a DCI Terminal Operator in the first three DCI modules

Acquire and maintain Telecommunicator Certification through the North Carolina's Sheriff's Education & Training Standards Division

Must be mentally able to competently perform all the essential job functions

For consideration you may apply online at: www.pinevillenc.gov -- Town Departments tab, Human Resources, download application, scan and email with cover letter and resume to: resumes@pinevillenc.gov; or mail application, cover letter and resume to: PO Box 249, Pineville, NC 28134; or fax to: 704-889-2364.

Starting Salary - \$15.00

Town of Pineville is an Equal Opportunity Employer