Effective May 1, 2012 Salary:
$35,076 - $47,932

THIS RECRUITMENT WILL BE OPEN ON A CONTINUOUS BASIS. APPLICANTS WILL ONLY BE ABLE TO APPLY AND TEST ONCE DURING THE ACTIVE RECRUITMENT PERIOD IN ACCORDANCE WITH SOUTHCOM RULES AND REGULATIONS.

FOR THIS RECRUITMENT, YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW. IF YOU DO NOT MEET THE MINIMUM QUALIFICATIONS, YOUR APPLICATION WILL NOT BE PROCESSED.

Applicants must submit a completed application via mail, fax or email and you must meet the following minimum qualifications:

Lateral Applicant - currently employed as a 9-1-1 Telecommunicator with at least one year of full-time experience, or have been so employed within the past 12 months. You may be eligible to be appointed up to the TOP step for salary and benefits; however, seniority is based on date of hire.

Entry Level Applicant – must be at least 18 years of age, currently possess a high school diploma or GED and possess a valid driver's license.

All applications should be sent to:
Attn: Deputy Director Athena Barnes
SouthCom Dispatch
21113 Detterming Dr. Matteson, IL. 60443
FAX: (708) 283-6633

EMAIL: abarnes@southcomdispatch.com

You are also encouraged to contact Deputy Director Barnes for additional information
PHONE: (708) 283-6631

Essential Duties and Responsibilities:

1. Recognize visual color signals in the dispatch center, including, but not limited to, status changes, alarm monitors, caution information alerts in Computer Aided Dispatch, 9-1-1 and phone processing equipment, radio dispatch equipment, mapping, alarm monitoring system, and other computer or manual systems contained within the dispatch center.

2. Hear audible signals of a certain frequency in the dispatch center, including but not limited to, holdup/burglar alarm tones, fire encoding tones, as well as the voices of incoming phone line callers, 9-1-1 callers, vocal radio traffic, while wearing a SouthCom approved headset.

3. Have the ability to sit for long periods at a dispatch work station,

4. Have the ability to move in the dispatch center, distributing paperwork and processing various LEADS information, distributing information to other personnel and performing other duties as assigned.

5. Work rotating shifts as assigned and/or scheduled, based on center need, including days, afternoons, midnights, power shifts and/or holidays

6. Work mandatory overtime as required.

7. To quickly and repetitively type information at a speed of at least 30 wpm, into various computer based systems in a “real-time” environment and to use pens and pencils to make legible notes for attention of others including log books and perform other hand, arm and elbow movements to move, lift and operate dispatch center equipment, including but not limited to, copy machines, radio console equipment, encoding machines, recording machines etc. printers, and chairs.

8. Have the ability to listen carefully, gathering detailed information and using the information obtained to multi-task complex equipment effectively and efficiently, through the use of the telephone, radio and computer aided dispatch and other technology systems concurrently, while recognizing and responding to other stimuli.

9. Have the ability to understand English and to enunciate English clearly over the telephone and radio to disseminate mission critical information necessary to promote the safety of citizens and public safety responders.

10. To think clearly and logically in a high stress environment and have the ability to follow complex instructions and act per standard operating procedures in performing logical steps resulting in accurate and timely dispatch of calls as well as the processing of information from multiple sources.