



## COUNTY OF AVERY

*Avery County is an Equal Opportunity Employer*

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### **P/T Telecommunicator**

An employee in this class performs responsible public safety communications and administrative support work for the law enforcement, fire, and rescue functions in the community, including gathering medical information to provide Emergency Medical Dispatch (EMD) information to responders. Receives incoming routine and emergency calls and dispatches emergency and non-emergency calls for personnel in the county and city using two-way radios, computer aided dispatch, telephone and TDD machines. Work includes interviewing callers to determine the nature of concerns, dispatching personnel and equipment, and maintaining contact with multiple law enforcement, rescue, and fire units. Work also includes operation of electronic dispatch equipment, computer terminal connected to the Division of Criminal Information (DCI) and the National Crime Information Center, and involves the performance of detailed record keeping, assisting the public with directions and general information, and monitoring public and private alarms. Work involves frequent public contact which requires tact, firmness and decisiveness and judgment in obtaining necessary information from people who are under extreme stress and choosing appropriate courses of action. Work is performed in accordance with departmental policy and state and federal law. Work is performed under regular supervision and is evaluated through observation, monitoring of radio communication, discussion and review of reports.

### **Minimum Education and Experience**

Graduation from high school and public contact and customer service experience; communications and dispatching experience preferred; or an equivalent combination of education and experience.

### **Special Requirements**

- Ability to obtain certification by the State of North Carolina as a DCI Operator within three months.
- Ability to obtain certification as EMD and CPR certification within six months.

Salary: \$11.00.hour

**Applications may be picked up in the county manager's office or are available online at**  
[http://www.averycountync.gov/i\\_want\\_to/apply\\_for\\_county\\_position/index.php](http://www.averycountync.gov/i_want_to/apply_for_county_position/index.php)

Avery County Manager, 175 Linville Street, PO Box 640, Newland, NC 28657

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