

**JOB POSTING**

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| <b>Title</b>                | Part-Time Communication Technician (Dispatcher)   |
| <b>Location</b>             | Justice Center  |
| <b>Supervisor</b>           | Supervisor, 911   |
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• Associates degree preferred and/ or equivalent combination of year for year communication/public safety/criminal justice experience, education, and training.</li> <li>• Possession of and/or ability to obtain and retain CPR, EMD, IDACS, NCIC, and 40 hours of APCO Basic Telecommunication Certifications.</li> <li>• Ability to comply with all department hiring requirements, including passage of a drug test and written exam.</li> <li>• Thorough knowledge of and ability to make practical application of the customary practices, procedures, rules and regulations of the Department and to respond to emergency telephone calls and take authoritative action as situations demand.</li> <li>• Working knowledge of local geographical area and ability to read maps, use emergency code terminology, and quickly, clearly and calmly respond during stressful situations.</li> <li>• Working knowledge of radio frequencies, codes, procedures, and limitations and ability to speak clearly and distinctly, hear and be understood when communicating in person, by radio, or by telephone.</li> <li>• Ability to properly operate standard Department equipment, such as CAD and IDAC/NCIC computer, radio, 911 phone systems, headset, and recorder playback.</li> <li>• Ability to effectively communicate orally and in writing with co-workers, other City/County departments, various law enforcement agencies, fire and ambulance agencies, Ball Memorial Hospital, Lifeline, Child Protection Services, Comprehensive Mental Health Services, and the public, using tact and diplomacy, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.</li> <li>• Ability to deal swiftly, rationally, and decisively with potentially verbally abusive, incoherent, and/or hysterical individuals in precarious situations, and take authoritative action applying appropriate discretion and common sense.</li> <li>• Ability to work on several tasks at the same time and work rapidly for long periods, often under time pressure.</li> <li>• Ability to testify in legal proceedings/court as required.</li> <li>• Ability to regularly work irregular, weekend, and/or evening hours, and occasionally travel out of town for training, sometimes overnight.</li> <li>• Ability to respond to emergencies on 24-hour basis from off-duty status.</li> </ul> |
| <b>Responsibilities</b>     | Responsible for receiving, prioritizing, and processing 911 calls and performing dispatch activities.   |
| <b>Salary</b>               | \$10/hour   |
| <b>Apply</b>                | Send or drop off completed applications to:<br><br>Delaware County<br>Human Resources Department<br>100 W. Main St., Room 208<br>Muncie, IN 47305   |
| <b>Application Deadline</b> | Open  |