

JOB POSTING

Title	Dispatch/Communication Technician
Location	911 Communications Center
Supervisor	Supervisor, 911
Qualifications	<ul style="list-style-type: none"> • Associates degree preferred and/ or equivalent combination of year for year communication/public safety/criminal justice experience, education, and training. • Possession of and/or ability to obtain and retain CPR, EMD, IDACS, NCIC, and 40 hours of APCO Basic Telecommunication Certifications. • Ability to comply with all department hiring requirements, including passage of a drug test and written exam. • Working knowledge of local geographical area and ability to read maps, use emergency code terminology, and quickly, clearly and calmly respond during stressful situations. • Working knowledge of standard English grammar, and ability to prepare/complete all required reports within department deadlines and perform arithmetic calculations quickly and accurately. • 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. • Ability to properly operate standard Department equipment, such as CAD and IDAC/NCIC computer, radio, 911 phone systems, headset, and recorder playback. • 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. • Ability to work on several tasks at the same time and work rapidly for long periods, often under time pressure. • Ability to regularly work irregular, weekend, and/or evening hours, and occasionally travel out of town for training, sometimes overnight. • Ability to respond to emergencies on 24-hour basis from off-duty status. <p><i>See Job Description for complete list of qualifications.</i></p>
Responsibilities	Responsible for receiving, prioritizing, and processing 911 calls and performing dispatch activities.
Apply	<p>Send or drop off completed applications to:</p> <p>Delaware County Human Resources Department 100 W. Main St., Room 208 Muncie, IN 47305</p>
Application Deadline	Applications will be accepted until noon March 22, 2017