



Communication Operator (Full-time)

Deadline: July 3, 2020

Testing Date: July 8, 2020 at 6:30 PM

Jefferson County Sheriff's Office promotes a criminal justice system that balances the protection of life, liberty and property of the community with the rights and privileges of the individual, and to make choices that are consistent with the pursuit to fashion a credible, professional law enforcement agency, engraving the mark of excellence upon all acts and decision.

In order to carry out their mission, the office staffs a 9-1-1 Communications Center, which operates 24 hours per day, 7 days a week, 365 days a year. Communication Operators perform dual roles by being both call-takers and dispatchers to emergency service providers located in Jefferson County.

Applicants with excellent multi-tasking, communication, prioritizing, and computer skills, will be successful in this role while completing the below key tasks and responsibilities:

- Receive, assess, and respond to 9-1-1 and non-emergency calls
- Dispatch and communicate with law enforcement, fire, emergency medical services, and other necessary agencies through the use of a multi-line telephone and multi-channel radio system
- Document all requests for services in the proper program
- Interpret incoming messages from State and nationwide linked computer system and take appropriate action
- Update records in local, State, and nationwide databases as required
- Access local and State database systems, in-house records, and works with other agencies to verify and/or provide information as requested by law enforcement
- Variety of other tasks explained on the posted job description

Starting wage: \$20.64-\$23.81/hour with an excellent benefit package if need to go through training
\$22.73-\$26.23/hour with prior Communication Operator experience and completed of training

Schedule: shift will vary during training; assigned shift after training will consist of a 5 days on/2 days off; 5 days/3 days off rotation.

Qualifications Needed:

*Pre-employment written test is required and will be held on **July 8, 2020 at 6:30pm** – further information will be sent to applicants after their applications have been submitted.*

- High school diploma or equivalent with one year related experience and/or training; or equivalent combination of education and experience
- CPR Certification and Telecommunicator CPR trained within one year of employment
- Ability to work in fast paced environment and in very difficult situations

Qualifications Preferred:

- One to two years' experience and/or training or Associate's degree

Applications deadline will be July 3, 2020 by midnight.

Application and position details are available at www.jeffersoncountywi.gov or
Jefferson County Human Resources: 311 S. Center Ave. Room 111, Jefferson, WI 53549.

Jefferson County is an Equal Opportunity Employer