

## 911 Calltaker / Police-Fire-EMS Dispatcher

The City of Erlanger, KY Public Safety Communications Center is a state-of-the-art facility with a focus on technology, safety, and professionalism. We dispatch for multiple Police, Fire and EMS agencies and we are looking for new members to join our team. The Communications Center is a division of and falls under the command of the Erlanger Police Department. Being such, all members are provided the same protections and benefits mandated by Kentucky Revised Statutes. We offer a competitive salary, a training program, local, regional, state and national training opportunities, advancement opportunities and the opportunity to help someone each and every day that you come to work!

The City of Erlanger is an Equal Opportunity Employer.

Starting Salary:       \$34,632.00

Starting Salary Kentucky Certified Telecommunicator: \$34,632.00 - \$36,732.80

Incumbents will initially be trained to answer incoming non-emergency and 9-1-1 calls for service. This includes accurately entering calls for service via a Computer Aided Dispatch system and being able to control stressful situations in a calm and concise manner while performing multiple tasks. Additional training shall include being trained on at least two out of the three following radio dispatch disciplines: Police Dispatch, Fire Dispatch, Police Information Radio (NCIC), depending on department need and training schedule. Dispatch positions include, but are not limited to, all of the duties of Calltaker training, dispatching and maintaining accurate status of emergency responders, conducting computer searches through various local, state and national databases, initiating the City's emergency warning system, and monitoring multiple radio channels.

## MINIMUM QUALIFICATIONS

- One year experience in a customer service environment.
- State of Kentucky Telecommunications certification is preferred by not mandatory
- One year experience in a multi-task environment.
- Computer skills using Windows-based programs and data entry or word processing experience.
- Knowledge of telephone skills as related to a multi-function phone or PBX system.
- Availability to work a variety of shifts as assigned, including days, evenings, nights, weekends, holidays and overtime as needed.
- High school diploma or GED.

## FULLTIME BENEFIT PACKAGE INCLUDES:

- Competitive Compensation Plan
- Annual Performance Reviews and Salary Increases
- Advancement Opportunities
- Kentucky C.E.R.S retirement
- Short & Long Term Disability Insurance
  - PTO Disability
- Comprehensive Medical, Dental/Vision and Prescription Drug Benefits
  - 4 plans to select from with 2 free and 2 with minimal monthly premiums
  - All plans include Family coverage
  - Waiver package also available
- City/Employee paid Group Life Coverage and Optional Additional Life Insurance
- Personal Time Off Accrual
- Vacation 3 weeks beginning with first year
- Holiday pay (10 days per year)
- Employee Assistance Program
- Wellness Program
- Transitional Duty program
- Uniforms

## OPTIONAL BENEFITS:

- Deferred Compensation Program-401K
- Flexible Spending Account Program for Childcare/Unreimbursed Medical Expenses

- College Tuition Reimbursement Program
- Credit Union
- Supplemental Insurance