



Office of the Sheriff

Michael D. Andrews, Sheriff

TELECOMMUNICATOR I INFORMATION

WELCOME, IF YOU MEET THE FOLLOWING QUALIFICATIONS, YOU ARE ELIGIBLE TO APPLY FOR A TELECOMMUNICATOR.

- Must be at least 21 years old.
- Must be a citizen of the United States.
- Must have a high school diploma or equivalent. **Training and Standards require a high school equivalent diploma be at least partial classroom.
- Must possess or be able to possess a North Carolina driver's license.
- Must not have been convicted of a felony or serious misdemeanor.
- Must meet all the applicable standards and qualify for State Law Enforcement Certification in accordance with the North Carolina Sheriffs' Training & Standards Commission as well as the policies of the Office of the Sheriff of Durham County.
- You live within 35 miles of downtown Durham (or are willing to relocate upon being hired)

SALARY / BENEFITS

- Starting Pay - \$26,850
- After Certification/Probationary Status - \$28,209
- Vacation / Sick Time
- Paid Holidays
- Paid on the job training
- Employee Health Insurance
- Employee Dental Insurance
- Employee Vision Insurance
- County Retirement
- 401k Retirement

NATURE OF WORK

The Telecommunicator is responsible for the day to day operations of the Communications Center within the Office of the Sheriff. The Telecommunication's responsibilities include receiving and transmitting radio, telephone and teletype messages, dispatching law enforcement personnel, fire and emergency units on an assigned shift. Responsibilities also include related record keeping tasks. Employees are expected to work with considerable independence. The applicant must be willing to work 12-hour rotating shifts which includes holidays and weekends. Work is supervised by the Telecommunicator II.



Training and Recruitment | 11821 Highway 501North | Rougemont, NC 27572

(919) 560-0930 | Fax (919) 560-0939 | www.dconc.gov

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KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the street / highway system and the geography for the City and County of Durham.
- Knowledge of the principals involved in the operation of the radio, telephone and related communication equipment.
- Ability to speak clearly and concisely in a well-modulated voice.
- Ability to think and act quickly, calmly and accurately in emergency situations.
- Ability to understand and follow complex oral and written instruction and procedure.
- Ability to establish and maintain effective working relationships with others.
- Ability to type 21 wpm with no errors.
- Ability to acquire DCI certification from the State Bureau of Investigations, Division of Criminal Information within 120 days of employment and re-certify every two years.

EXAMPLES OF WORK

- Receives calls and broadcasts on multiple radio frequencies; receives requests for law enforcement, fire or emergency services by telephone, radio or teletype; records phone and radio traffic for playback as necessary; determines the nature of required assistance, location and other pertinent information.
- Monitors burglar and fire alarms and emergency telephone systems; maintains records of all radio and telephone transmissions.
- Transmits orders and received messages from a large number of law enforcement units; maintains status of all working units; relays general information to the public and refers non-emergency calls to the proper office.
- Dispatches an emergency unit as requires; notifies ranking officers of calls as necessary; maintains radio contact with other law enforcement agencies; operates a computer terminal to send and receive law enforcement information.
- Maintains current knowledge of patrol boundaries, main thoroughfares and access routes.
- Must meet all the applicable standards and quality for State Telecommunicator certification in accordance with the N.C. Sheriffs' Training and Standards Commission, as well as the policies of the Office of the Sheriff of Durham County.



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