



The Village of Glenview

Village Manager's Office
(847) 904-4370 direct
(847) 724-1518 fax

Now Hiring! 911 Public Safety Telecommunicators Public Safety Joint Dispatch Center (Part Time)

DESCRIPTION:

The Village of Glenview is seeking part-time 911 Public Safety Telecommunicators to become part of the 911 Joint Dispatch Center team. The 911 Center is the primary answering point and dispatch center for the Village of Glenview wire line and wireless emergency and non-emergency calls for law enforcement, fire and EMS. The Dispatch Center also provides dispatch services for other municipalities.

The purpose of this position is to receive and process emergency and non-emergency calls from the public requesting police, fire, medical or other emergency services. Determine the location and nature of the emergency; determine priorities, and dispatch police, fire, ambulance or other emergency units as necessary in accordance with established policy, procedures and guidelines. Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police, fire and medical units. Monitor and process direct emergency alarms, answer and process non-emergency calls for assistance. Enter, update and retrieve information from a variety of computer systems. Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data. Monitor multiple public safety radio frequencies. Operate a variety of communications equipment including Computer Aided Dispatch (CAD), radio consoles, telephones and other computer systems. Maintains required certifications to provide Emergency Medical Dispatch (EMD) and police related data entry and queries. Additional duties include monitoring dispatch equipment and systems; researching computer records, updating and maintaining computer files and databases; answering routine questions, and completing general office duties.

QUALIFICATIONS:

Requirements include a High School degree or equivalent. A minimum of one year of direct 911 dispatching experience is preferred. Must have the ability to read and speak English, read contents on a computer screen and observe the work site. The successful candidate will have a strong work ethic and a sense of duty and responsibility to the safety and welfare of the public, and be able to communicate effectively, both orally and in writing. Attention to detail and ability to work successfully with other team members is a must. The ability to work effectively under sometimes stressful situations is a must. Successful candidate must be willing to work days, evenings, weekends, and holidays, and must be available for shift coverage with short notice or very short notice. Successful candidate is required to provide evidence of EMD certification within one year of hire and evidence of LEADS certification within six (6) months of hire as a condition of continued employment.

SALARY: \$18.00 - \$22.00/ hour DOQ with no fringe benefits. Following the training period, part timers may pick up 12-24 hours per week, depending on their availability. The part-time pool is often used to fill full time vacancies.

HOW TO APPLY:

Candidates meeting the minimum qualifications are required to forward employment resume and cover letter via e-mail to hr@glenview.il.us. Please reference "Job ID#: 02-15 PT Telecommunicator" in the subject line of your e-mail. **Hard copies or faxed resumes will be declined.** For more information about the Village of Glenview, please visit our website at www.glenview.il.us.

This position will remain open until filled.

PRE-EMPLOYMENT PROCESS

The successful candidate must pass an oral interview, pre-employment background investigation and medical screening, which will include a 10-panel drug screen.

Persons requiring reasonable accommodations under the Americans with Disabilities Act are asked to contact the Human Resources Division at 847-904-4370.

THE VILLAGE OF GLENVIEW IS AN EQUAL OPPORTUNITY EMPLOYER