



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Jan Prichard, Human Resources Director
Date: August 7, 2017
RE: Job Posting – Full Time Call Taker – Henderson County Sheriff’s Office
(Benefit-Eligible)

Duties and Responsibilities: The Communications Call Taker performs public safety communications tasks including receiving non-emergency calls from the public and other public safety agencies and occasional receipt of some emergency calls. The member performs technical and operational duties and tasks specific to the position. The Call Taker may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position. Obtains necessary information from callers and refers or transfers callers to the appropriate individual, division, or agency when necessary. Efficiently gathers and documents caller information as necessary for entry into the Computer Aided Dispatch System. Makes entries, inquiries, cancellations, and modifications of records in various systems and databases such as the National Crime Information Center (NCIC) and the North Carolina Criminal Justice Information System (CJIS), Stolen Vehicle File, Stolen License Plate File, Stolen-Missing Gun File, Stolen Article File, Wanted Person File, Stolen or Embezzled or Counterfeited or Missing Securities File, Stolen Boat File, and Hazardous Material databases.

Requirements: Ability to interact effectively and compassionately with persons in non-emergency and emergency situations, including but not limited to supervisors, co-workers, and the general public. Ability to tactfully and diplomatically communicate with supervisors, co-workers, other law enforcement agencies, and the public, and exhibit sensitivity to professional ethics, gender, cultural diversities, and disabilities. Ability to maintain perspective and good judgment in high stress and life threatening situations. Ability to speak clearly in a well modulated voice. Ability to operate the computer using specialized equipment and related software. Ability to perform logical and creative thought processes to develop solutions according to written specifications and oral instructions on an inventive basis as necessary. Ability to demonstrate an ongoing commitment to customer service by paying attention to details while handling multiple calls in a high stress, fast paced environment. Control telephone conversations in order to efficiently obtain accurate information in order to provide correct, understanding instructions to the emergency responders. Concentrate and evaluate information when handling angry, difficult, hysterical or uncooperative callers. Work all shifts including holidays, weekends and mandatory overtime in order to handle the constant workload of the emergency communications center. Multi-task a variety of functions, media, conversations, and other environmental factors. Work both independently and as part of a team. Ability to attend work regularly.

Pre-employment drug test and background checks required of finalist applicants. Open until filled. EOE M/F/D/V

An application for employment specific to the Sheriff’s Office, obtained from our website, www.hendersonsheriff.org or from the front desk at the Sheriff’s office must be completed and submitted in person or by mail to the Henderson County Department of Human Resources (112 First Avenue West, Hendersonville, NC 28792) OR to the Sheriff’s Office (100 North Grove Street, Hendersonville, NC 28792) OR by email to Professional Standards at Sheriffjobs@hendersoncountync.org

Starting rate: Grade 35 - \$14.02 per hour, non-exempt