TO: All Interested Applicants
FROM: Professional Standards / Career Development Division
DATE: December 13, 2013
RE: Telecommunicator(s) – Full-time and Auxiliary

The Henderson County Sheriff’s Office is currently accepting applications from qualified individuals for the position of Telecommunicator. Performs intermediate skilled radio and communications work within the Communications Division of the Sheriff’s Department. Operates telephones, radio console equipment, computer terminals, and other communication equipment in answering requests for fire, law enforcement, rescue, emergency medical service, or related assistance. Receives incoming 911 calls, obtains necessary information, and dispatches law enforcement, emergency medical service, and fire/rescue departments as needed; provides pre-arrival and post-arrival medical instructions on law enforcement, fire, and medical calls; operates Computer-Aided Dispatch (CAD) System to process complaints and service requests; maintains daily reports and logs; maintains tapes of all incoming phone calls and radio traffic; obtains driver’s history, vehicle registration data and criminal record information through Division of Criminal Information and the National Crime Information Center systems. Reports to the Director of Communications.

Requires thorough knowledge of the county geography and location of roads, important buildings and other landmarks; general knowledge of the practices and procedures for dispatching emergency service vehicles and personnel; general knowledge of the operation of communications systems, law enforcement information network and FCC regulations; some knowledge of the operations, functions, procedures, and legal process of the Sheriff’s Office; ability to exercise sound judgment in emergency situations; ability to operate office equipment required for the position including computer; ability to speak
clearly and distinctly; excellent keyboard skills; excellent interpersonal skills; ability to attend work regularly.

Extensive pre-employment screening required of finalist applicants, including computer multi-tasking, Review Board examination, background investigation, psychological evaluation, physical and drug testing, and polygraph examination.

Applications, additional information and requirements may be obtained from http://www.hendersoncountync.org/sheriff/hiring_information.html. Applications may also be obtained at Henderson County HRD, 112 First Avenue West, Hendersonville, NC 28792. Applications are accepted in person at the Henderson County HRD, via fax (828) 694-6184, or via e-mail Sheriffjobs@hendersoncountync.org. The position is open until filled. EOE M/F/D/V.