

VILLAGE OF SKOKIE EMPLOYMENT OPPORTUNITIES

Medical Insurance
Dental Insurance
IMRF Retirement Benefits
Social Security Retirement Benefits

Vacation & Sick Leave
Group Life Insurance
Credit Union
Deferred Compensation Plan

Notice of Accepting *LATERAL ENTRY ONLY* Applications for the Position of:

COMMUNICATIONS OPERATOR FIRE / POLICE DISPATCH CENTER

Salary
Information:

The annual salary range for this position is \$70,568 - \$92,316. The starting annualized salary range for *lateral entry* candidates is \$70,568 - \$85,776, depending on qualifications.

Brief
Description
of Duties:

Communications Operators receive general and emergency phone calls via the regular and 9-1-1 phone system; They obtain necessary information, dispatch Fire, Police, and EMS units as well as other field staff, & will enter data into a Computer Aided Dispatch (CAD) system and will transmit appropriate responses.

The Communications Center operates 24 hours a day, 7 days a week, 365 days per year. Operators work a 40-hour week and will be required to work **ANY** and **ALL** shifts, based on operational need.

Required
Education,
Training, &
Experience:

Must have a minimum of 2 years full-time experience working as a 9-1-1 Communications Operator / Dispatcher, High School diploma or equivalent required; Must have the ability to handle simultaneous tasks and work in a multi-staff, team environment; Must have a clear speaking voice, good hearing, and excellent listening and verbal communication skills; Must have the technical skills associated with using a personal computer.

Selection
Process:

Components of the selection process include: Communications Operator test, interview, 2-hour real time observation period in the Dispatch Center, polygraph examination, in-depth background investigation, psychological evaluation, and medical examination, including a drug screen.

Application
Process:

To be considered for this position, please submit a completed Village of Skokie Application for Employment to: Village of Skokie Human Resources Office, 5127 Oakton St., Skokie, IL 60077, or email to Human.Resources@skokie.org. Applications are available at Skokie Village Hall or on the Skokie Jobs page at skokie.org. Faxes are not accepted. **EOE Employer**

Positions will be filled as they become available

Updated: April 2022

JOB IDENTIFICATION

Position Title:	COMMUNICATIONS OPERATOR
Salary Range:	B 185
FLSA:	Non-exempt
Department:	Fire & Police
Division:	Administration
Reports to:	Communications Shift Supervisor
Supervises:	None

JOB PURPOSE

Under the general supervision of the Communications Shift Supervisor, operates a two-way radio and telephone system and dispatches appropriate vehicles or equipment in response to emergencies or public calls for service.

ESSENTIAL JOB FUNCTIONS

- Serves on a shift basis for a 24-hour Communications Center operation
- Records and dispatches appropriate fire and police equipment
- Operates the Computer Aided Dispatch system
- Operates the Law Enforcement Agencies Data System (L.E.A.D.S.)
- Obtains and maintains L.E.A.D.S. operator certification
- Obtains and maintains Emergency Medical Dispatch (E.M.D.) certification
- Monitors alarm panel
- Monitors and records detainee activity

OTHER RESPONSIBILITIES

- Closely monitors interaction between detainees and police personnel in the holding facility
- Maintains constant contact with Patrol Officers and Community Service Officers in the field and remains alert for potential problems or threats to personnel safety
- Monitors other radio frequencies such as fire band, ISPERN, point to point, Chicago Police Department, etc.
- Operates the TDD for the hearing impaired as required
- Tracks all EMS and fire suppression drills
- Records and reports all fire suppression equipment out of service, including fire hydrants
- Relays EMS traffic to area hospitals
- Prepares Department 'hot sheets' as required
- Makes necessary personnel notifications, i.e., Tactical Unit call-out, Investigator on-call, etc.
- Makes necessary notifications and dispatches appropriate personnel and equipment in response to mutual aid requests
- Makes referrals to appropriate Village departments and outside agencies as required, i.e., the courts, other police departments, support agencies, utilities, etc.
- Checks with Communications Operators from the previous shift to ascertain the status of all assignments and any relevant information
- Keeps abreast of events by reading the 'hot sheet', bulletin board, etc.
- Maintains working knowledge of all Communications Center policies, procedures, rules and regulations

KNOWLEDGE / SKILLS / ABILITIES

- Knowledge of surrounding geography and Skokie streets and addresses
- Maintain working knowledge of applicable Village Ordinances and State Statutes
- Knowledge of all police and fire functions as well as those of other Village departments
- Knowledge in the use of the Computer Aided Dispatch system and other computer operations
- Knowledge of the complaint and status card system

- Knowledge of all MABAS (Mutual Aid Box Alarm System), ILEAS (Illinois Law Enforcement Alarm System), NIPAS (Northern Illinois Police Alarm System) and MPAA (Mutual Police Assistance Agreement) procedures
- Knowledge of all code 1,2,3,4 alarms and responses
- Knowledge of all police 10 codes and fire staging descriptions
- Ability to respond to all emergency calls in a calm and thorough manner
- Ability to speak clearly and concisely while being courteous and tactful
- Must be able to speak, read and write the English language, and possess good communication skills
- Ability to follow all safety rules and regulations of the Village

EDUCATION / TRAINING / EXPERIENCE

- High school diploma or equivalent required
- One-year experience in the operation of a multiple switchboard or radio telephone helpful

OTHER NECESSARY REQUIREMENTS / LICENSES

- Components of the selection process include: Communications Operator test, interview, 2-hour real time observation period in the Dispatch Center, polygraph evaluation, in-depth background investigation, psychological evaluation, and medical examination, including a drug screen.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

The duties performed by this position are representative of "medium to light work" with frequent exertion of 20 pounds of force but occasionally will lift and/or move up to 50 pounds. The work is regularly in an indoor environment, in an office-type area, that is quiet except for office/communications equipment background noises. The employee is frequently required to operate or observe office equipment, occasionally in a confined area, for periods of at least one-hour duration.

While performing the duties of this position, walking and standing to a significant degree is required. The employee is constantly required to talk, listen and hear the normal range of sounds, work with hands or fingers to hold, grasp or feel objects, tools or controls, and reach with hands and arms. The employee is required to move to other locations within the building by climbing up and down stairs and to transport themselves to remote facilities by driving an automobile.

Specific vision abilities required by this job include close vision for proofreading documents and examining a computer screen. Must be absent from colorblindness.