



Vermilion Valley Regional Communications Joint Authority

Job Title:	Full-time Telecommunicator	Job Category:	Dispatch
Department/Group:	Vermilion Valley	Job Code/ Req#:	
Location:	Pontiac, Illinois	Travel Required:	
Starting Pay:	Per Contract – \$42,637	Position Type:	Full Time
HR Contact:	Sarah Bohm	Effective:	01/01/2023
Will Train Applicant(s):		Posting Expires:	

Applications Accepted By:

Fax or Email: 815-844-7399
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844 W. Lincoln St., Suite B
Pontiac, IL 61764

Job Description

JOB DESCRIPTION AND DETAILS:

To answer all incoming emergency and non-emergency calls as instructed with speed and accuracy. To obtain all correct, necessary information from the callers in a prompt efficient manor while staying calm and reassuring with difficult or upset callers. Treating all callers with tact and professionalism. To dispatch correct agencies with speed and accuracy following proper radio etiquette according to policy. Once certified, process all LEADS/NCIC paperwork as directed by the court or police agency including but not limited to warrants, OP's, stolen articles and missing people.

DUTIES

1. Answer calls for service and dispatch - 6 police, 15 fire, and 4 EMS agencies.
2. Will become certified in EMD, FSD, LED, and T-CPR with in the first three months of employment followed by EMD licensure with the State of Illinois.
3. Enter all call information in CAD (Computer Aided Dispatch - Spillman) Software promptly and accurately including additional comments from units once they arrive on-scene.
4. EMD (Emergency Medical Dispatch) protocols will be utilized on all calls when prompted by CAD / EMD software.
5. Radio paging / transmitting vital information to emergency responders
6. Follow all policies and procedures as written in the Standard Operating Procedure Manual.
7. Report any issues to your shift supervisor
8. Additional duties as assigned by the shift supervisor

COMPENSATION

Full-time Telecommunicator starting pay is determined by union contract. Full-time Telecommunicators work 12-hour shifts resulting in 36 hours one week and 48 the next. Full-time Telecommunicators are compensated bi-weekly - 76 hours regular pay and 8 hours at an overtime rate. Benefits include, IMRF pension, Health/Dental/Vision Insurance, paid vacation/sick leave/personal time.

JOB QUALIFICATIONS

1. 18 years of age
2. High school diploma or GED
3. Valid, current Illinois driver's license, safe driving record
4. No felony convictions
5. Must pass Pre-Employment Psychological Evaluation and physical including hearing test

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time