



Rogers County 911 Center Job Opportunity

If interested, please send an email to rogerscounty911.ok@gmail.com and request an application

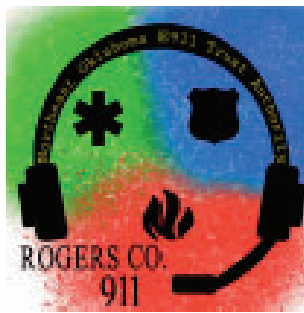
Title: 911 Dispatcher 7 pm - 7 am Shift	Department: Rogers County 911 Center
Reports to: Shift Supervisor	FLSA Status: Non-Exempt
Pay: \$15.00 per hour	Full Time/Part Time: Full-Time
Position Posted: 08/3/2022	Posting Closes: Until Filled

Position Profile

We are a Consolidated Center serving several Police, Fire, and Medical Services. This position will answer 9-1-1, non-emergency, administrative phone calls, and all dispatching/radio duties. All training is provided. You must be 18 years old, pass a background check, and medical screening. Pay starts at \$15.00 per hour, 7 pm-7 am. Benefits: Medical, Dental, Life, Retirement, and Longevity Pay.

Duties and Responsibilities

- Operate work-related computers and work-related software programs efficiently and effectively.
- Operate emergency and non-emergency telephone systems and TTY functionality.
- Provide emergency medical/fire/law enforcement pre-arrival and post-dispatch instructions to callers reporting emergencies.
- Maintain professional training and actively participate in training activities as required or needed.
- Process the call for service or assistance in accordance with industry recognized procedures and protocols.
- Complete required forms, logs, documents, computer fields, etc. accurately and quickly.
- Request additional resources/mutual aid from other sources as needed.
- Retrieve and comprehend information.
- Ask vital questions and provide pre-arrival instructions for emergency medical calls, contacting peripheral assistance, including but not limited to, OHP, ODOT, County Commissioners, utility companies, tow trucks, animal control, other public and non-public safety agencies, and citizens.
- Ensuring compliance of all operating procedures.
- NCIC and Warrant duties as assigned.
- Other task as assigned.



Qualifications

Must be a minimum of 18 years of age. Must have superior: customer service skills; reporting skills; administrative writing skills; Microsoft Office skills; managing processes skills; organization skills; analyzing information; decision-making skills, problem solving skills, multi-tasking skills; listening skills, type 45 wpm, and verbal communication skills.

Education and/or Experience

High School Diploma/GED preferred.

Knowledge, Skills, and Abilities

- Read, write, spell, speak, and understand the English language.
- Smoothly and rapidly shift between dissimilar tasks and react quickly and calmly to emergency situations.
- Communicate well both verbally and in writing.
- Willingness and ability to learn computer operations for different systems.
- Ability to deal with extremely irate or difficult people, in person or on the phone.
- Ability to manage stress of multiple projects and deadlines, while maintaining a positive attitude.
- Establish and maintain positive relationships with staff, employees, and public.
- Work well alone, and/or within a team, participating fully.
- Ability to focus on task at hand while working in busy, loud environment.
- Exercise sound judgment and solicit assistance for decisions in a manner consistent with the essential job duties and responsibilities, while maintaining confidentiality and integrity.
- Enthusiasm to update job knowledge.

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