



The Town of Biltmore Forest Police Department is accepting applications for the position of Telecommunicator/Dispatcher. Excellent benefits are available, including 11 paid holidays, vacation and sick leave, NC local government retirement pension system and NC 401(k) benefits, and medical, dental, and vision insurance.

Applicants must be professional and able to interact and communicate with the public and law enforcement community under routine and emergency situations. Applicants should have a customer service background and ability to operate a variety of computer, radio and telephone equipment effectively.

Applicant requirements:

- A U.S. Citizen
- Be at least 18 years of age.
- Have a high school diploma or a high school equivalency certificate.
- Be fingerprinted and subjected to a personal history background check including a search of local, state, and national records and fingerprint files to disclose any criminal record.
- Never been discharged from the military service under less than honorable conditions.
- Must be able to work rotating day and night 12 hour shifts
- Submit to a pre-employment drug test

Applications may be obtained at the Town's website at www.biltmoreforest.org or at the Police Department located at 355 Vanderbilt Road. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

Applications will be accepted through January 21, 2019. Please return all completed applications via email, in-person drop-off, or regular mail to the following:

Police Chief Chris Beddingfield
PO Box 5352
Asheville, NC 28813
Physical Address: 355 Vanderbilt Road, Biltmore Forest, NC 28803
Email: cbeddingfield@biltmoreforest.org
Phone: (828) 274-0822



Class Title

Telecommunicator/Dispatch

Primary Tasks

- Receives emergency and non-emergency telephone calls for service from the public, allied agencies and field personnel.
- Transmits emergency and non-emergency radio communications from field personnel and other law enforcement agencies and transmits/directs a variety of other messages and calls.
- Monitors and coordinates activities related to the control and enforcement of law and order.
- Uses standard operating procedures in the performance of assigned duties.
- Enters information into the RMS system and maintains log of radio transmissions to include time of incoming call, duration and message as needed.
- Receives and logs emergency and other messages and secures and records information as to location and type of emergency or incident.
- Dispatches personnel and equipment according to standard operating procedure, instructions from a superior or by individual judgment if needed.
- Maintains radio contact with assigned personnel and notifies and keeps superiors informed as to emergency situations and general activities.
- Notifies ambulance personnel, alarm company, traffic and signal maintenance and other related personnel concerning emergencies.
- Testifies in court as needed.
- Uses a variety of computer and phone equipment to include a head set and key board.
- Maintains a knowledge of the geography, street locations and landmarks in the Town of Biltmore Forest and a general knowledge of the geography and landmarks of surrounding cities.
- Generates reports from the computer system as needed.
- Trouble shoots computer system problems and reports repair needs to appropriate personnel.
- Assists in training new personnel in the operations of the Communications Center including dispatching procedures and the RMS/CAD system.

Other Duties and Responsibilities

- Performs minor or routine upkeep and maintenance of equipment.
- Performs other projects/tasks as assigned.

Class Characteristics

Police Dispatcher is a multi-incumbent, non-sworn position in the Police Department. Incumbents are responsible for receiving a wide variety of calls requesting assistance and dispatching Police Department staff as may be appropriate, while exercising a substantial degree of judgment and initiative.

Contacts and Relationships

Incumbents have substantial and continuous radio contact with Police Department field personnel and the public, to include witnesses, victims and suspects under conditions that can be stressful. Contact occurs with a wide variety of callers, to include those of various ages (the very young through senior citizens) in varying emotional states and those with no or limited-English language ability. Other contact occurs and is maintained with other public agencies and Communications Center staff.

Qualification Guidelines

The knowledge and abilities that are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

- Federal Communications Commission rules and regulations governing the operations of radio receivers and transmitters.
- State mandated databases including driver's license, vehicle registration, warrants and restraining order data bases.
- General Law enforcement practices.
- English usage and grammar.

AND ABILITY TO:

- Analyze situations and adopt quick, effective courses of action.
- Learn and effectively use radio codes as well as interpret radio "jargon".
- Learn department policies and procedures.
- Interpret concise descriptions of complex situations and relay pertinent information.
- Exercise self-control and good judgment in emergencies.
- Communicate effectively orally and speak clearly and concisely.
- Remember names, numbers and details of incidents.

- Use good judgment and make sound decisions in accordance with established procedures and policies.
- Maintain the confidentiality of information as prescribed by law.
- Operate a CAD console and related equipment.
- Read and write at the level required for successful job performance.
- Speak to callers using courtesy and tact.
- Establish and maintain effective relationships with those contacted in the course of work.

Education

Graduation from high school or equivalency.

Desired Experience

Two years of customer service related or clerical experience to include some customer service experience and some radio, telephone or CAD experience.

Physical Tasks and Working Conditions Include the Following

Work is performed in a dispatch/communications center environment and requires sitting for prolonged periods of time using a computer keyboard, screen and headset. An incumbent sits, stands, may twist, reach, and is exposed to loud voices and digital radio sounds on a regular basis and occasional radio feedback. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.