

911 Public Safety Dispatcher

The Johnson County Joint Emergency Communication Center (JECC) is accepting applications and resumes for Full-Time 911 Public Safety Dispatchers. The 911 Public Safety Dispatcher is the first-line public safety professional that handles requests for public safety services as requested. The Public Safety Dispatcher processes and answers both emergency and non-emergency calls for service via phone, radio and computer to dispatch the appropriate police, fire, and EMS agencies. Operates computers to enter information regarding warrants, missing person, stolen property, etc. and to receive needed information. Files and keeps records. Performs all other related duties as assigned.

QUALIFICATIONS: High school diploma or equivalent required. Knowledge of office procedures and standard office equipment including the basic knowledge of personal computers and applications. Ability to hear at a normal speaking range; ability to establish and maintain good working relations with the general public under all circumstances; ability to speak in a clear, concise voice; ability to understand and follow oral and written instructions; ability to learn and memorize code and procedures; ability to read maps; ability to work effectively under stressful conditions regardless of the situation; ability to type a minimum of 45 wpm by completing a typing assessment using Critical public safety dispatcher pre-employment testing, skills in the operation of two-way radio, multi-line telephone, TDY for the Deaf, computer aided dispatch and NCIC/IOWA system software, digital paging system and computer; State of Iowa NCIC Certification within six (6) months of employment; completion of ILEA 40 hour telecommunicator school within one (1) year of hire; completion of BIST training; must possess a valid driver's license to operate a motor vehicle in the State of Iowa and pass a thorough background check which includes a criminal history review. Regular work attendance required.

Critical testing is a component of the hiring process. Those who pass initial screening will be invited to attend oral interviews.

SHIFT: Must be able to work all shifts, including voluntary and forced overtime without any restrictions.

SALARY: Starting Hourly Wage is \$23.07/hr to \$25.39/hr depending on prior experience; plus \$0.35 shift premium, if applicable. On July 1, 2023; the starting wage scale increases to \$24.49/hr to \$26.92/hr.

BENEFITS: Comprehensive benefit package which includes the following: Medical, Dental, Vision, Life, LTD and AD&D insurance. Iowa Public Employee's Retirement (IPERS) pension plan, Deferred Compensation and Flex Spending. 11 paid holidays per year. Public Service Loan Forgiveness - (The PSLF program forgives the remaining balance on your Direct Loans after you have made 120 qualifying monthly payments while working full-time for a qualifying employer.) Effective July 1, 2023; there will be an employer contribution to participants who participate in the deferred compensation plan.

HIRING INCENTIVE: New full-time employees may receive up to \$1,850.00 in hiring incentives upon successful completion of a probationary period if they already possess certain certifications and/or prior experience.

DEADLINE: Applications will be accepted until 5:00 p.m. on Friday, April 14th, 2023. Resumes will also be accepted, but a completed employment application must accompany the resume. Applications will be reviewed as they are received and testing sessions will occur before the application deadline.

TO APPLY: Applications can be downloaded from the JECC website at: <http://www.jecc-ema.org>. Submit resume and cover letter along with a completed job application to employment@jecc-ema.org or by mail to the address below:

Tom Jones, Executive Director
Joint Emergency Communications Center
Re: 911 Public Safety Dispatcher
4529 Melrose Avenue West
Iowa City, Iowa 52246

Successful completion of a pre-employment background investigation, hearing test and drug screen are required prior to employment with the Joint Emergency Communications Center.