



NEWTON COUNTY CENTRAL DISPATCH CENTER

308 N. JEFFERSON ST NEOSHO MO 64850-1554

4-OCTOBER-2023

9-1-1 DISPATCHER

DUTIES

- Uses multi-line telephone device, answers incoming emergency 9-1-1 calls, obtaining critical information to dispatch appropriate response units and, when necessary, provide pre-arrival emergency directions.
- Answers non-emergency telephone lines, answering citizen's questions and providing assistance as needed.
- Dispatches on multi-frequency radio system to field units, keeping track of field traffic, and answering assigned calls via a Computer Aided Dispatch (CAD) system to communicate with field units
- Accesses Missouri Uniform Law Enforcement System (MULES) via computer, providing information to field units as needed.
- Checks and files warrants and related MULES printout as assigned and/or volunteered.
- With experience, works as "In Charge" in the absence of a Shift Supervisor and as assigned by the Director or Operations Manager.
- Must be willing to train new employees as assigned.
- Miscellaneous duties as assigned.

FULL TIME

- 12-Hour Shifts (after classroom training) - Days 0600-1800 and Overnights 1800-0600

REQUIREMENTS

- Must be a US citizen or legally eligible to work in US.
- 18 years of age or older.
- High school graduate or equivalent (GED).
- Must pass background criminal history check.
- Must have a valid Drivers License.
- Type 35+ WPM.
- Must demonstrate, through on-the-job training, an ability to perform all functions of the job.
- Must be able to work any day of the week and any shift.

TRAINING

- All training expenses are paid. Successful applicants are paid while they train.
- 8-Hour Shifts during classroom training, Monday thru Friday 0800-1630.
- Must attend and pass a 40-hour Emergency Telecommunicator's Course (ETC)
- Must attend and pass 5-day MULES certification course.
- Must attend and pass 3-day Emergency Medical Dispatch (EMD) certification course.
- Must attend and pass 3-day Emergency Fire Dispatch (EFD) certification course.
- Must attend and pass CPR-AED certification course.
- Must take and pass an online NIMS IS700 and IS100 course.
- Must attend and pass a Haz-Mat Awareness course.

BENEFITS

- Starting pay: \$17.16 increases to \$17.82 when released from training.
- Current Dispatcher annual pay range: \$35,692 - \$37,000
- All necessary training is provided at no cost to successful applicants
- Overtime (over 40 hours per work week Saturday thru Sunday) is paid at time and a half.
- Paydays are every other Friday by direct deposit.
- 72 hours paid sick leave per year, accrued bi-weekly and available for use after 90 days of employment.

- 40 – 120 hours paid vacation per year, depending on years of service, accrued bi-weekly and available to use after 90 days of employment.
- 13 paid holidays per year
- CERF Pension plan (fully vested after 8 years), 401a and optional 457 retirement plans with matching option (.50 on the dollar up to 6%).
- Employee health insurance with multiple options plus HSA.
- Employer paid employee life insurance (\$25,000 + \$10,000) with optional additional amount for employee and dependents available at reasonable rate.
- Dental, Vision, and AFLAC available.
- Newton County contributes approximately \$10,000 per year for these guaranteed benefits for each full-time employee.

Visit our website at <https://www.nc-cdc.org/apply-for-employment/> to securely apply online

If you would prefer to complete a paper application you may pick up on at our office at office at 308 N. Jefferson St., Neosho, MO; Monday thru Friday. 8AM-2PM. You may also request an application by email to kwright@nc-cdc.org. Resume may be attached with any method you choose.