



# Ashe County Sheriff's Office

140 Government Circle, Jefferson, NC 28640

[www.AsheCountySheriff.com](http://www.AsheCountySheriff.com)

## **Employment Opportunity**

The Ashe County Sheriff's Office is seeking qualified applicants for the position of Telecommunicator I.

**Description of Work:** The Telecommunications Division provides 24-hour continuous emergency, non-emergency, and administrative communications services for the state, local and private agencies and organizations. Our mission is to ensure safe, efficient transportation, reduce crime, protect against terrorism and respond to natural and manmade disasters by coordinating, directing, and prioritizing internal and external communications. Performing customer relations functions in serving as liaison between the public, the organization, other government entities and allied agencies. A telecommunicator is the first contact with internal and external customers, having a significant impact and influence on the perception and satisfaction of the Ashe County Sheriff's Office.

ACSO Telecommunicators must effectively solicit, process, analyze and prioritize situation information from various sources (e.g., public, law enforcement, state/federal authorities) including emergencies and officer distress calls as well as routine, non-emergency and administrative exchanges.

This position requires the use of various technology, media or equipment in the exchange or dissemination of public safety responses. Patrol Telecommunicator must learn and utilize appropriate law enforcement codes (e.g., 10-codes) to safely communicate sensitive information using publicly accessible radio communication. The Computer Aided Dispatch (CAD) system, Microsoft Windows, Excel, PowerPoint, Word, Form Flow, Outlook, Internet Explorer, Intranet, and other Internet Protocol applications such as Omnixx, and other mapping programs.

This position must possess the ability to speak clearly and distinctly, listen and to express directions; ability to make decisions in critical life and death situations, and process large volume of information in a short period of time. Also, the position requires refined administrative and "people" skills, along with a strong understanding of Patrol administrative and personnel duties and responsibilities.

**Education, Experience & Requirements:** Graduation from high school; sufficient experience to demonstrate an ability to work and type efficiently under pressure situations; or an equivalent combination of education and experience. Applicants must not have prior or pending convictions of felonies and/or misdemeanors that occurred within the last four years. Recommended applicant(s) must undergo a Criminal Background Investigation including a Drug Screening Test. You must have a valid NC driver's license and a reliable mode of transportation to get to and from work.

**Schedule:** This position is a full-time position working 12 hour shifts during the night. The job demands working days and nights as needed, while sitting for long periods of time.

**Salary:** Starting salary (Grade 61) will be \$32,616.00. Upon completion of training and obtained certifications, employee may be qualified as a Telecommunicator II. Telecommunicator II is a salary (Grade 62) of \$34,023.00.