

Telecommunicators are responsible for dispatching and monitoring Sheriff's deputies, answering phones and providing assistance to the callers, assigning criminal processes to local agencies, interacting daily with other law enforcement personnel and the general public. Persons interested must have great verbal communication and problem-solving skills, the ability to multitask, good interpersonal skills, and always display a professional attitude.

Job Skills and Requirements:

- Candidates must be at least 18 years old, and they must possess a high school diploma or GED
- Must have a valid North Carolina driver's license
- Must obtain and maintain state certifications but not limited to: (Division of Criminal Information Network, Telecommunicator Certification, Criminal Justice Law Enforcement Automated Data System)
- Pass typing test of 25 wpm or more with high accuracy
- Typing with experience in data entry is a plus
- Active listener with excellent verbal and written communication skills
- Able to work 12 hour shifts, holidays, and weekends
- Enters and modifies information into local, state and national computer databases
- Geography: Candidates must understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction.
- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other agencies, and supervisors
- The ability to learn quickly and process correctly as it relates to on-the-job training and other verbal and written policies, procedures and guidelines
- The ability to work under stressful situations
- The ability to write clearly and spell correctly
- The ability to establish priorities and pass on information as needed
- Candidates for these positions must also expect to undergo a background investigation that meets all local, state and federal requirements, as well as drug screen and physical examination, which may include both a vision and hearing test.