



### **Job Description:**

Telecommunicators provide communication and support to the general public in addition to police, fire and medical agencies. Under the direction of a Team Supervisor, Telecommunicators must develop a rapid and accurate sense of call interpretation and decision making during stressful situations in order to process multiple calls. Telecommunicators provide exceptional customer service to the general public under stressful circumstances. In addition to taking calls, Telecommunicators are cross-trained as police and fire dispatchers. While dispatching, Telecommunicators provide calm and efficient service to the agencies. Telecommunicators provide clear direction, responsive feedback and proactively find information pertinent to in progress calls.

### **Hiring Process:**

- Apply to NORCOM via the online application process, GovJobsToday.com, which can be found on the NORCOM website under “Employment”
- ***Once you have completed your written test through Public Safety Testing, NORCOM will be in contact with you via email, to set up your multiple task/split ear appointment.***
- Take and pass the Multiple Task/Split ear evaluation – 80% to pass
- Take and pass a typing test 40 words per minute without error required
- Initial panel interview
- Suitability Assessment Report – administered through Public Safety Testing
- Conditional offer of employment
- Polygraph
- Psychological evaluation
- Extensive background investigation and credit and criminal history reports
- Final interview
- Post offer physical examination to include an audiogram (hearing test) and drug screen

### **Compensation Package**

- Starting Wage: \$23.20 an hour
- Fully Paid on-the-job-training
- Paid Leave Time
- 12 Paid Holidays
- 100% Insurance Coverage-Employee
- 80% Insurance Coverage-Dependents
- Participation in MEBT with an Employer Match

### **Minimum Requirements**

- Must be 18 years of age at time of hire
- Must type at a net speed of 40wpm or more
- Must have a High School Diploma or equivalent
- Must have permission to work in the United States
- Must have excellent written and oral communication skills

***\*The Telecommunicator position is represented by the NORCOM Associated Guild and as a represented employee Telecommunicators will be required to become and remain members in good standing or pay fair share dues and fees with the Guild no later than thirty (30) days from the date of hire.***

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources

**NOTE: A criminal background check will be conducted on all successful candidates prior to being appointed to the position.**