

911 Public Safety Telecommunicator (Call-Taker/Dispatcher)

Lauderdale County 911 is seeking qualified individuals to join our team of professionals. This exciting career as a dedicated 911 Public Safety Telecommunicator is perfect for responsible, motivated people with a passion for serving others. It begins with successfully passing a paid, hands-on six-month training program including classroom and online training. Then as a 911 call taker, you will answer 911 emergency calls for police, fire, and emergency medical services. Learning to communicate professionally with callers, using structured protocols to obtain information and properly document and prioritize calls for dispatch. As a 911 dispatcher, you will work with cutting-edge computer, mapping, and radio technologies to quickly and accurately dispatch calls for service to sheriff's deputies, police officers, and firefighters.

Your assigned trainer/mentor will guide and teach you the intricate components of 911, from call-taking techniques, and equipment usage, to properly managing stressful callers and emotional situations. Their goal is to assist you in becoming a skilled, confident 911 call-taker and dispatcher.

A successful 911 Telecommunicator serves as the vital link between a citizen needing assistance and the response of emergency services. The primary objective is to keep all participants safe.

APPLICANT CHECKLIST & PROCESS INFORMATION

We appreciate your interest in working for Lauderdale County 911!

Below is a brief outline of our hiring process. Due to the critical nature of this Public Safety position, it is necessary to examine all information provided by every applicant thoroughly. This includes a criminal background check. Copies of your Driver's License and Social Security Card must be included with your application. **Incomplete Applications will not be considered.**

If you are chosen for testing, you will receive a phone call to schedule it. This is consistent for each step in our process, you will either receive a phone call to schedule you for the next step or an email notification. The process may take several weeks, depending on the number of applications received.

Please do not call our office to check on the status of your application.

1. Applications Reviewed
2. Testing
3. Interview
4. Job Offer – Contingent upon successful drug screening, background check, etc.

If at any point during our hiring process, you are unable to interview or test at your scheduled time or wish to be removed from the applicant pool, please notify the 911 Telecommunication Center Manager, Melissa Hearn at 256-760-0911 or email ecc@flalema911.org.