

**WINSTON-SALEM POLICE DEPARTMENT**  
**Winston-Salem, North Carolina**

*An Internationally Accredited Law Enforcement Agency*

## **TELEPHONE RESPONSE OPERATOR**

Starting Salary: \$23,400.00

Work Schedule: Rotating Shifts

Applications for the position of telephone Response Operator are accepted when vacancies occur. The application process and a job description follow:



### **STAGES OF THE APPLICATION PROCESS:**

1. Submission of City Application (*Initial Application*) & Typing Test (*Through Human Resources Office*)
2. Review of Application by Winston-Salem Police Department Recruiting Personnel
3. Telephone Screener/ Interview  
(*Applicants who meet minimum qualifications will proceed to the next stage*)
4. Pre-Conditional Offer of Employment Testing
  - Oral Interview
5. Background Investigation
6. Conditional Offer of Employment
7. Post-Conditional Offer of Employment Testing
  - Drug Screening
  - Medical Examination
  - Polygraph Examination
8. Final Offer of Employment to Selected Applicants

### **JOB DESCRIPTION:**

Performs responsible technical work during varied shifts under general supervision. Work involves the independence of complex clerical duties including some technical tasks of a difficult nature. Provides Division of Criminal Information (D.C.I.) terminal support to police field units with the use of both the telephone and a police radio. The telephone response function involves the evaluation of information provided by citizens reporting crimes that have occurred a filing the proper reports. Work requires the exercise of considerable initiative, independent judgment, and the performance of independent clerical work involving significant procedures and sequences of an advanced nature; does related work as required. Works varied shifts, prepares reports based upon telephone interviews or personal contact with citizens reporting minor crimes in incidents that have already occurred. Operates a D.C.I. terminal to respond to officer's requests for DMV information, wanted person checks, stolen property checks, and criminal histories. Sends administrative messages to other law enforcement agencies upon request of sworn personnel. Answers telephone inquires and transfers call to proper locations.

**QUALIFICATIONS:**

Any combination of education or experience equivalent to graduation from high school. Some knowledge of the geography of the City, police policy and procedure, laws and ordinances and the ability to apply them to citizen questions and complaints; ability to communicate by radio or telephone clearly and distinctly; minimum typing speed (25 wpm); ability to keep complex records, to assemble and organize data, and prepare reports from such records; ability to obtain information through interviews and telephone conversations; ability to speak and write clearly and effectively. Ability to accurately type at 25 wpm on City-sponsored typing test.

**PHYSICAL REQUIREMENTS:**

Must be able to lift or move up to 25 lbs and maneuver consistently within the office area and be able to work with small and large objects; must possess excellent communication skills and functionally normal hearing. This position will work indoors and may be exposed to repetitive motion/operations and long periods of sitting.

**SPECIAL REQUIREMENTS:**

Possession of a valid North Carolina driver's license and certification by the Division of Criminal Information. Applicant will be required to obtain and maintain valid Division of Criminal Information Certification.

**TRAINING:**

- Division of Criminal Information Certification (DCI)
- Job related computer application and records management

*All Training Provided by the Agency*

**If you meet these qualifications** and are interested in working for a professional, innovative, and progressive law enforcement agency, please contact the Recruiting Unit at (336) 773-7925 or toll free at 1-877-777-WSPD. **You may apply online or in person.**

Visit our award winning website at <http://www.wspd.org>

Police Recruiting Office  
Public Safety Center  
725 North Cherry Street  
Winston-Salem, North Carolina 27102-1707

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