PUBLIC SAFETY COMMUNICATIONS OPERATOR

STARTING SALARY

|$34,643 while in training / $36,466 after training
65-cent per hour additional pay when working night shift

WORK SCHEDULE

| 12-hour shifts (7 a.m.–7 p.m. & 7 p.m.–7 a.m.)
| Alternate three-day and four-day (36-hour/48-hour) work weeks
| Schedule includes 8 hours of overtime pay

JOB DESCRIPTION

Public safety communications operators are responsible for processing emergency and non-emergency requests for service of police, fire or medical units and dispatching police and fire units. Work entails operating and monitoring radios, recording devices, paging and alarm systems; receiving and transmitting messages by radio using a computer-aided dispatch system; receiving and processing citizen requests for police and fire personnel on an enhanced-911 telephone system; using Division of Criminal Information and in-house computer systems, and performing related work as required.

PUBLIC SAFETY COMMUNICATIONS CENTER

The Winston-Salem public safety 911 communications center serves a city of 240,000 in the Piedmont Triad of North Carolina. The center dispatches calls for service to the Winston-Salem Police Department (540 sworn officers) and Winston-Salem Fire Department (19 fire engines, five ladder trucks and two rescue trucks). Firefighters are also dispatched to medical emergency calls. During 2015 the center dispatched 240,860 police calls and 23,360 fire calls.

QUALIFICATIONS

| High school graduate or equivalent
| At least 18 years of age
| No felony or serious misdemeanor arrests.
| Ability to communicate by radio or telephone clearly and distinctly
| Minimum typing speed of 25wpm
| Ability to sit for extended periods of time in a temperature controlled environment
| Ability to effectively communicate with the public and departmental personnel under stressful conditions.

continued on reverse
## TRAINING
(All training provided by the agency)

<table>
<thead>
<tr>
<th>Training Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Operator School</td>
</tr>
<tr>
<td>Division of Criminal Information (DCI) Certification*</td>
</tr>
<tr>
<td>Geography</td>
</tr>
<tr>
<td>Agency Policies</td>
</tr>
<tr>
<td>Computer Aided Dispatch (CAD) System for Fire and Police</td>
</tr>
<tr>
<td>Associated Public-Safety Communications Officers (APCO) National Certification Program</td>
</tr>
<tr>
<td>On the job training program</td>
</tr>
</tbody>
</table>

* Must achieve certification to be a public safety communications operator

## THE APPLICATION PROCESS

1. Submit application to City of Winston-Salem (Applications are accepted when there are job openings)
2. Telephone Screening/Interview
3. Preliminary Testing:
   - Typing Test
   - Oral Interview
   - Multi-Domain (Psychological) Screening
4. Background Investigation
5. Conditional Offer of Employment
6. Post-Conditional Offer of Employment Testing:
   - Drug Screening
   - Medical Examination
   - Polygraph Examination
   - Suitability Interview
7. Final Offer of Employment

## CONTACT US

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.