



**KOOTENAI COUNTY**  
invites applications for the position of:

## Emergency Communications Officer

**DEPARTMENT:** Sheriff's Office

**SALARY:** \$17.16 - \$22.77 Hourly  
\$35,692.80 - \$47,361.60 Annually

**OPENING  
DATE:** 05/06/19

**CLOSING  
DATE:** 05/19/19 11:59 PM

**SUMMARY:**


### 911 Emergency Communications Officer– Sheriff's Office

**WHAT IS A DISPATCHER?**

A creature in the dark that is the true first responder. A lifesaver. The calm in the storm.

A dispatcher is someone who answers 911 lines, gives pre-arrival instructions, listens to the cries of those who need help, gives CPR instructions, does ten things at once while typing 100 words per minute. All while making sure the responders are safe.

The thin Gold Line that holds the Red, White, & Blue together.



### Join the thin Gold Line

**THIS POSITION** answers emergency calls while coordinating, and disseminating critical services with the aid of specialized equipment. This position is the lifeline between the public requesting assistance and the first responders of Kootenai County that include: police, fire and medical assistance. On the job training provided by the Sheriff's 911 department.

- \$17.16 to start (includes .50 shift differential)
- Public Employees Retirement System of Idaho (PERSI), a pension plan with five year vesting, **11.32% employer contribution**, and a lifetime payout upon retirement
- Excellent and comprehensive benefits package. For example, employee-only medical/dental/vision premium of only \$47.00 (*tobacco free rate*) per month. View our entire [benefits package](#).
- [Public Student Loan Forgiveness Program](#)

View the full [job description](#).

### MAJOR COMPONENTS OF DUTIES:

- Ability to stay calm and calm others in emergency situations
- Utilizes complex computer and dispatch systems, working between multiple screens, agencies, and databases, while communicating with caller, and emergency services
- Accurately enters incident and responder records for legal proceedings and/or public inquiry
- Assesses emergency situations and provides pre-arrival instructions for Public Safety Communications Officials
- Provides CPR and medical emergency instructions to callers until medical personnel arrive on scene
- Dispatches fire, medical, and emergency responders
- Monitors and maintains responder status to ensure safety

## DO YOU QUALIFY?

- Do you have at least a High School Diploma or GED; and six months of work experience; **Must complete an Emergency Communications Officer Course within eighteen months (18) of hiring.**
- Do you possess or have the ability to obtain a valid driver's license and be insurable?
- Must have the ability to keyboard 3321 key strokes per hour (KPH)
- Are you interested in employer provided certification and training, to include but not limited to:
  - APCO Public Safety Telecommunicator I
  - Idaho Police Officers Standards and Training (POST) Basic Dispatch Academy
  - ILETS Level I & II (State and National Database) Certification
  - APCO Emergency Medical Dispatch (EMD) Certification
  - Amber Alert Certification (Child Abduction)
  - Emergency Alert System Certification (Disaster Alert)
  - TDD Certification
  - CPR Certification (CPR certified from American Red Cross or American Heart Association or attainable within 15 days of time of hire)
  - National Incident Management System (NIMS) and Incident Command System (ICS) training

## CONTACT US:

**Sheriff's Office (208) 446-1306**

**Marcia Heglie, Personnel Administrator/Administrative Manager**

[mheglie@kcgov.us](mailto:mheglie@kcgov.us)

**Human Resources (208) 446-1640**

[kchr@kcgov.us](mailto:kchr@kcgov.us)

**TO APPLY:** Apply online at [www.kcgov.us](http://www.kcgov.us) . Must successfully pass the County's pre-employment and subsequent drug tests. Must also pass a stringent Sheriff's Office background and selection process to include: Oral Board, Skills Testing, Psychological and Polygraph Examination.

**Please view the [automatic disqualifiers](#) for working with the Sheriff's Office before applying.**

EOE/Vets Preference/Drug Free Workplace

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.kcgov.us/departments/personnel/jobs/>

Position #2019-00003  
EMERGENCY COMMUNICATIONS OFFICER  
MH

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