

Job description

Persons passing all phases of the selection process will be placed on an eligible register which will be used for a period of two years or until exhausted.

Qualified candidates must be able to become certified in the Law Enforcement Agency Data System (LEADS). **This means candidates cannot have a felony conviction.** Candidates must be of good moral character and will be subject to a thorough background check including, but not limited to, police records check; credit check; inquiries of neighbors, relatives, employers, and other references; and Internet searches. **Candidates may be eliminated from the process at any time.** This includes, but not limited to, information discovered about the candidate that would reflect negatively upon the CIRDC if the candidate was hired.

The CIRDC is a continuous operation and applicants must be willing to work any shift, weekends, holidays, and mandatory overtime as needed.

Eligible applicants will be asked to take a computer-based skills test. The test will take no longer than 2 hours. A photo I.D. will be required to enter the testing room.

Applicants meeting or exceeding the required minimum scores needed to advance will be scheduled an oral interview.

EDUCATION AND EXPERIENCE

High School diploma or equivalent

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of the geography of Macon County or ability to acquire such knowledge rapidly.
- Knowledge of office practices and procedures.
- Ability to react quickly and calmly during emergencies and to formulate accurate, prudent decisions in a stressful environment.
- Ability to deal with the public courteously, firmly and tactfully.
- Ability to learn and apply a variety of laws, ordinances and departmental policies and regulations.
- Ability to communicate effectively and to understand and follow moderately complex oral and written instructions.
- Skill in the use of standard office equipment.
- Skill in the use of computer equipment and personal computers.
- Ability to use active listening skills and hear amid background noise.
- Ability to receive information over the phone and translate that information into the computer database system in an efficient and accurate manner by way of data entry.
- Ability to multi-task in a fast-paced work environment

- Selected candidates will be required to attend and pass Emergency Medical Dispatch certification for continued employment.

Responsibilities

- Dispatches police units and fire personnel on calls for service in conformance with departmental policies and standards. This is accomplished through the use of a Computer Aided Dispatch (CAD) System.
- Performs record checks
- Enters and clears warrants, stolen vehicles and other property information and missing persons information into local, state and national databases. Confirms the validity of previously entered information, upon request.
- Receives citizen complaints and inquiries by phone; determines appropriate action in accordance with established policy or refers the citizen to appropriate agency; provides information requested by citizens, when appropriate.
- Prioritizes calls according to urgency and importance
- Receives fire alarms, emergency medical calls, and disaster calls; obtains information on injuries, first aid requirements, disaster needs or type of fire in progress.
- Operates computer link to the State and Federal information; this includes both entry and retrieval of information.
- Logs calls, maintains a variety of files and records.
- Performs related work and other duties as assigned.

RESIDENCY

Employees must establish residency within the corporate limits of Macon County within 90 days following the completion of their probationary period.

BENEFITS

SICK LEAVE: 1 day per month granted, accumulative to 240 days

VACATION: 2 weeks after 1 year of service; 3 weeks after 7 years of service; 4 weeks after 14 years of service; 5 weeks after 20 years of service

HOLIDAYS: 13 holiday credits

PERSONAL DAY: 2 personal leave days per year

PENSION: The CIRDC and each employee contributes to Illinois Municipal Retirement Fund. Employee contributions are refundable if employment ends before retirement.

OTHER: The CIRDC provides a health insurance program for employees and their dependents. Employees contribute toward the monthly premium for single coverage and/or family coverage through payroll deduction. Employees may participate in a

voluntary group dental and vision insurance plan. Deferred compensation is also available.'

This Company Describes Its Culture as:

- Outcome-oriented -- results-focused with strong performance culture
- Stable -- traditional, stable, strong processes
- People-oriented -- supportive and fairness-focused

Work Remotely

- No

Job Type: Full-time

Salary: From \$50,600.16 per year

Benefits:

- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Evening shift
- Holidays
- Overnight shift
- Overtime
- Weekend availability

Education:

- High school or equivalent (Required)

Experience:

- Customer Service: 1 year (Preferred)

Work Location: One location