

Ouachita Parish Police Jury

JOB OPPORTUNITY ANNOUNCEMENT

POSITION: 911 Calltaker Trainee -- 2 Positions --	OPENING DATE: July 10, 2018
SALARY: \$ 10.95/hr	APPLICATION DATE: Until Filled

(Present Parish employees are given three (3) days priority in applying for the vacant position before outside applicants will be considered. Parish employees may still apply after the designated deadline, but priority will not be given.)

DUTIES:

Under the general supervision of the 9-1-1 Coordinator, is responsible for answering 9-1-1 calls, determining the appropriate transfer agency and implementing a phone transfer to the appropriate agency or agencies. This job is very stressful and must be performed with a high degree of accuracy. Must be able to communicate clearly and function effectively in stressful situations. A call taker must possess good typing skills, as well as basic computer skills, and be able to record, transmit and report information accurately. Examples of work include: (1) Receives phone complaints from the public concerning crimes or emergency situations. (2) Evaluates the caller's needs and transfers caller to the appropriate police, fire or EMS agency or agencies. (3) Operates phone, computer and recording equipment in a professional manner. (4) Determines the accuracy of displayed 9-1-1 location data and completes appropriate forms to correct erroneous data. (5) Alerts responsible repair service of equipment malfunctions. (6) Keeps alert of major incidents to properly route 9-1-1 call. (7) Prepares incoming shift personnel by alerting them of ongoing incidents or equipment problems.

QUALIFICATIONS:

Training and Experience: Must be 21 years of age and a high school graduate.

Knowledge, Abilities and Skills: Basic typing, computer, and telephone skills are required. Must have the ability to communicate clearly and effectively in stressful situations. A knowledge of local geography and pronunciation are important to the performance of this job.

HOW TO APPLY:

Applications must be submitted on the OFFICIAL FORM that is available from and may be returned to:

**Ouachita Parish Police Jury
Personnel Office
Ouachita Parish Courthouse
300 St. John Street, 2nd Floor
Telephone: 318-327-1340**

Equal Employment Opportunity Employer