



# HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST  
HENDERSONVILLE, NC 28792

## Memo

**To:** All Department Heads  
**From:** Jan Prichard, Human Resources Director  
**Date:** February 1, 2012  
**RE:** Job Posting – **One (1) Full Time Telecommunicator I or II  
Sheriff's Department**

Henderson County is currently seeking a qualified Telecommunicator to perform intermediate skilled radio and communications work within the Communications Division of the Sheriff's Department. Operates telephones, radio console equipment, computer terminals, and other communication equipment in answering requests for fire, law enforcement, rescue, emergency medical service, or related assistance. Receives incoming 911 calls, obtains necessary information, and dispatches law enforcement, emergency medical service, and fire/rescue departments as needed; provides pre-arrival and post-arrival medical instructions on law enforcement, fire, and medical calls; operates Computer-Aided Dispatch (CAD) System to process complaints and service requests; maintains daily reports and logs; maintains tapes of all incoming phone calls and radio traffic; obtains driver's history, vehicle registration data and criminal record information through Division of Criminal Information and the National Crime Information Center systems. Reports to the Director of Communications.

Requires thorough knowledge of the county geography and location of roads, important buildings and other landmarks; general knowledge of the practices and procedures for dispatching emergency service vehicles and personnel; general knowledge of the operation of communications systems, law enforcement information network and FCC regulations; some knowledge of the operations, functions, procedures, and legal process of the Sheriff's Office; ability to exercise sound judgment in emergency situations; ability to operate office equipment required for the position including computer; ability to speak clearly and distinctly; excellent keyboard skills; excellent interpersonal skills; ability to attend work regularly. Extensive pre-employment screening required of finalist applicants, including computer multi-tasking, Review Board examination, background investigation, psychological evaluation, physical and drug testing, and polygraph examination.

Interested applicants must complete a Henderson County application for employment obtained from our website, [www.hendersoncountync.org/hrd](http://www.hendersoncountync.org/hrd) and submit it directly to: Director of Communications, Henderson County Sheriff 's Office, 100 N. Grove St., Hendersonville, NC 28792, [lcorn@hendersoncountync.org](mailto:lcorn@hendersoncountync.org). Position is open until filled. EOE M/F/D/V

Starting Rate: \$13.00 - \$14.06 per hour depending upon qualifications  
Non-Exempt

Phone: (828) 697-4669 ♦ Fax: (828) 698-6184 ♦ TDD: (828) 697-4580  
Job Line: (828) 697-4575  
[www.hendersoncountync.org/hrd](http://www.hendersoncountync.org/hrd)  
*Henderson County is an Equal Opportunity Employer*

