



## CAREER OPPORTUNITY

**Primary Position Title:** Alarm Center Operator Dispatcher

**GLC Code:** ACOD

**Pay Rate:** \$22.01/Hour

**Response Must be Received By:** OPEN

**Location:**

**Purpose of the Classification:**

Operate and support emergency communication systems within Protective Services.

**Principal Responsibilities:**

Performs many of the following responsibilities:

- A. Operates communication equipment to receive incoming calls for assistance and dispatches personnel and equipment to scene of emergency.
- B. Operates telephone console to receive incoming calls for assistance.
- C. Questions caller to determine nature of problem and type and number of personnel and equipment needed following established guidelines.
- D. Scans status charts and computer screen to determine units available.
- E. Monitors alarm system signals that indicate location of fire or other emergency.
- F. Operates two-way radio to dispatch security, fire, medical and other personnel and equipment and to relay instructions or information to remove units.
- G. Types commands on computer keyboard to update files and maintain logs.
- H. Tests communications and alarm equipment and backup systems to ensure serviceability.
- I. May provide pre-arrival instructions to caller, utilizing knowledge of emergency medical techniques.
- J. May activate alarm system to notify fire stations
- K. Receives and coordinates Emergency Medical Dispatch calls maintaining open communication with caregivers while awaiting the arrival of medical professionals.
- L. Performs other duties as assigned.

**Education Required:**

High School diploma or equivalent plus two (2) years general clerical experience.

**Experience Required:**

Previous alarm monitoring and/or emergency dispatch experience preferred. Must have current DoD/IFSAC Telecommunicator I/II, Hazardous Materials Awareness and CPR certification. Must be able to attend and pass Emergency Medical Dispatch course as a condition of employment following initial hiring, and maintain thereafter.

**Special Knowledge/Skills Required:**

- A. U.S. Citizenship required. Must currently have and/or be able to maintain the required government security clearance (Top Secret/SSBI) and access to work locations.
- B. Able to deal with problems involving several variables in standardized situations
- C. Speak so others will understand when furnishing and explaining factual information to individuals
- D. Read and interpret documents such as safety rules, and operating, maintenance and procedure manuals
- E. May be required to spend 3-5 nights away from home weekly

**Physical Requirements**

Continuous: sitting and operating data entry equipment.

Occasional: Moving moderate weight objects, averaging up to 25 pounds

**RESPOND TO:** E-mail resume to [scott.carls@nellis.af.mil](mailto:scott.carls@nellis.af.mil) or facsimile transmission to (702)646-0637. You may also apply in person at the CSC PMO at 3965 W. Cheyenne Ave.