



City of Naperville
Employment Opportunity

Job Title:	911 Telecommunicator (4004)		
Closing Date:	Friday, October 23 rd at 12:00 p.m.		
Salary:	\$32.11/hour (per contract)		
Job Type:	Full-Time ☒		
Location:	Police Department - 1350 Aurora Avenue ☒ Naperville, Illinois		
Department:	Police Department ☒		

Job Description:

The City of Naperville's Police Department seeks full-time 911 Telecommunicators to work in our Emergency Communications Center to receive and evaluate 911 and non-emergency calls for service for Police, Fire, Emergency Medical Service (EMS) and other assistance; triage and prioritize those requests for service to the public in life-safety situations; and dispatch and coordinate appropriate responses to high-risk, high-stress operations.

This position is represented by FOP. Wage rates and other benefits are subject to the language in the [Collective Bargaining Agreement](#).

[CLICK HERE](#) for a video to learn more about the Naperville Emergency Communications Center.

To be considered for this position, candidates must do the following (**PLEASE READ CAREFULLY**):

1. **Complete an online application** with the City of Naperville on our Careers page; AND
2. **Take and pass an online skills and personality test.** After the City receives the application, candidates will be notified via email of how to access the online test within approximately 1 week after applying. Candidates need to regularly check their email (including spam and junk folders) for an email from onlinetesting@invitations.testgenius.com.

Candidates will have only 7 days to complete the required online test once notified. Tests will NOT be resent if the 7-day window expires. There is no cost for taking the test.

Only those candidates who successfully pass all sections of the online skills test, including the typing test (35 WPM or faster), will be reviewed (including a review of their application) by the department and considered for a panel interview with members of the supervisory staff. **Passing the online skills test does NOT guarantee an interview with the supervisory staff.**

Select candidates from the panel interview will be invited back for a "sit along" and peer interview in our Emergency Communications Center and an interview with the Communications Manager and Deputy Director. Post-interview activities will also include a police background check and a polygraph examination. If selected for the position, post-offer contingencies include a psychological evaluation as well as a drug screen and physical.

The telecommunicator training program is a minimum of 28 weeks in duration. The newly-hired telecommunicator will begin with a three-week introductory period in a classroom setting, followed by on-the-job training from different certified trainers on each of the 3 shifts. Upon successful completion of training, he/she will be assigned to a shift. Uniforms are supplied after training. Days off are rotating. This is a Union position.

Responsibilities:

Telecommunicators receive and evaluate 911 and non-emergency calls for service for Police, Fire, Emergency Medical Service (EMS) and other assistance. Specific duties include triaging and prioritizing requests for service to the public in life-safety situations; providing safety/life-saving instructions; dispatching and coordinating appropriate responses to high-risk, high-stress operations; maintaining contact with response units; entering and maintaining warrants and hot files in state/federal law enforcement databases; monitoring alarms and other ancillary systems; and performing a variety of general support duties related to public safety communications. **This position involves regular and irregular work and shift rotations necessary in a 24 hours/day, 7 days/week, 52 weeks/year environment (weekends and holidays included). You may be required to work an unscheduled shift with little**

notice. You must be able and willing to work any of the three shifts.

Qualifications:

To qualify for this position, you must possess a high school diploma (or equivalent) and have at least one (1) year of experience in a job affording contact with the public. **As they are critical to job success, the ability to maintain composure and use sound judgement in high-stress situations while handling various responsibilities simultaneously is also required.** *Preferred* candidates will possess previous experience in receiving and processing calls and/or dispatching in a law enforcement or fire agency environment, and/or familiarity with computer-aided dispatch (CAD). An associate's degree is also *preferred*.

Additional Information:

The City of Naperville, Illinois is a dynamic community of 153,000 residents, conveniently located 28 miles west of Chicago. Various publications have named Naperville as one of the best cities in the United States in which to live. The City has gained national recognition for our family-friendly environment, excellent schools and library system, low crime rate, and vibrant downtown area. It's also a great place to work! Our municipal government employs over 900 dedicated individuals in a wide range of job categories and provides a collaborative working environment, a forward-looking leadership team, and a competitive benefits package.

[Click here](#) to learn more about the benefits offered by the City of Naperville.

APPLY ON-LINE AT:

<http://www.naperville.il.us/careers/>

Applications should be completed thoroughly, and resumes will not be accepted in lieu of an application but should be attached to the application. Include all requested education, experience, attachments, and other information when applying. Incomplete applications are subject to rejection. Notifications to applicants will be sent electronically to the email address provided in the application.

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The City of Naperville complies with the Americans with Disabilities Act (ADA). Individuals needing accommodations in the recruitment process should notify Human Resources in advance at (630) 305-7066.