

PULASKI COUNTY GOVERNMENT

Job Title: 911 Dispatcher

Department: 911 Center

Reports To: EMA Director

Classification: Full-Time/Hourly

The Pulaski County 911 Center is seeking a dependable and professional individual to serve as a 911 Dispatcher. This position plays a vital role in connecting citizens with law enforcement, fire, and emergency medical services.

PRIMARY RESPONSIBILITIES

- Answer 911, emergency, and administrative telephone calls.
- Obtain accurate information regarding the location and nature of emergencies.
- Assess and prioritize calls according to established procedures and dispatch appropriate personnel.
- Monitor radio communications and assist responding units.
- Enter and maintain accurate information in the Computer-Aided Dispatch (CAD) system.
- Operate telephone, radio, computer, and other communications equipment.
- Maintain accurate records and protect confidential information.
- Communicate professionally with citizens, co-workers, and emergency personnel.
- Remain calm, exercise sound judgment, and multitask effectively during stressful situations.

MINIMUM QUALIFICATIONS

- High school diploma or GED.
- Must be 18 years of age or older.
- Excellent verbal, written, and listening skills.
- Ability to communicate clearly and professionally with the public.
- Ability to multitask and make sound decisions under pressure.
- Ability to operate computers and communications equipment.
- Ability to maintain confidentiality and accurate records.
- Dependable transportation required.
- Successful completion of required background checks, screening, training, and certifications.

WORK SCHEDULE

The 911 Dispatcher must be available to work 12-hour shifts, including day and night shifts, weekends, holidays, and other irregular hours as required to provide continuous 24-hour emergency communications coverage.

Applications must be submitted in person at the Pulaski County 911 Center, 249 Perry Hwy. Hawkinsville, GA 31036. Any questions, please contact Danny Goss at 478-783-9261