

DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road, Wheaton, IL 60187
(630) 260-7500 Main
(www.ducomm.org)



Now Accepting Applications **NEW WAGES** 9-1-1 Telecommunicator II (Entry Level & Lateral) Wheaton, IL (Full-time)

DuPage Public Safety Communications (DU-COMM) is among the largest consolidated 9-1-1 communications centers within the state of Illinois. DU-COMM is a 24 hour, 7 day a week operation serving 44 Fire/Police/EMS agencies throughout DuPage County. DU-COMM is recruiting qualified applicants to join our team.

DU-COMM may be the right place for you if:

- If you crave a fast-paced multi-tasking position that will test your skills and abilities.
- You are looking for a rewarding career where you can help someone every day.
- You are looking for an employer who provides stability, continuing training, challenges and opportunities.

Telecommunicator job duties include answering 9-1-1 telephones, transmitting vital information to emergency personnel via the radio, relaying information via the Computer-Aided Dispatch terminal, monitoring fire/burglar alarms, and answering administrative lines serving the police/fire personnel.

Entry level Telecommunicators have a **starting salary of \$60,965** with an increase to \$65,915 after successfully completing 6-9 months of training.

Experienced Telecommunicators **starting salary range \$65,915 - \$72,654** for 2-4 years' experience.

Starting pay \$76,294 for 5+ years' experience. The current union contract pay scale allows for a top salary of \$97,947 after nine years of service if you are a cross trained Telecommunicator.

Telecommunicator Benefits:

- Paid time off (PTO) of 208 hours each year once phone certified
- Group health insurance:: Blue Cross Blue Shield HMO or PPO plans
 - Employee only plans as low as \$83 per month for HMO, \$105 per month for PPO
 - Family plans as low as \$258 per month for HMO, \$316 per month for PPO
- Represented by Illinois Fraternal Order of Police Labor Council (ILFOPLC)
- Tactical/MERIT/IL-TERT dispatcher opportunities
- New facility in 2018
- Holiday Pay
- \$30,000 group life insurance
- IMRF pension

Advancement opportunities include: TCIII (Cross-trained on both police and fire dispatching), Communications Training Officer (CTO: training of new hires and continuing education of current employees), Lead TC (Lead: assists Communications Management in administrative and supervisory functions) and Language Operator (LNG: bi-lingual in specified languages: Spanish, Polish, Farsi, Vietnamese or Mandarin).

Requirements:

- Applicants must be at least 18 years of age
- Applicants must have a High School Diploma or Equivalent
- Applicants must be able to accurately type at least 35 wpm
- Applicants must be able to pass the applicant testing, full police background investigation, polygraph, psychological exam and medical screenings
- Schedule flexibility and multi-tasking are fundamental
- Lateral/Experienced candidates must have recent Police or Fire dispatch experience (2+ years)

Employees will rotate on all 3 shifts during their first 2 years, therefore all applicants must have the ability to work any of the 3 shifts, weekends and holidays along with overtime that maybe mandatory.

How to Apply:

Register at www.ducomm.org or complete a paper registration form at our facility located at 420 N. County Farm Road, Wheaton, IL 60187. **All applicants must view the Orientation video on DU-COMM's main Careers page,** to learn more about DU-COMM and the Telecommunicator position.

All applicants must complete a Mandatory Online Test. You will be notified, via email, of how to access the online test no later than 7 days AFTER the end of the month in which you register. Please make sure you regularly check your email (and spam folders) for email communications from DU-COMM. Be advised you only have 5-10 days to complete the required online test once notified. If you do not have access to a computer with internet to take the 1-2 hour test, please email HR@ducomm.org or write a note on the printed registration form.