



The **Sumner County Emergency Communications Center (ECC)** will be the primary answering point for all 9-1-1 emergency calls in Sumner County and will be responsible for the dispatching of police, fire, and EMS field resources.

The Sumner County Emergency Communication Center will handle all emergency and non-emergency calls for the Sheriff's Office, Hendersonville, Gallatin, Portland, Westmoreland and Millersville Police Departments as well as the Fire and EMS Departments.

The Consolidated E-911 Center project will dramatically improve our 911 communications and save lives. Once we bring this facility online (expected date July 2017), it will be greatly improving the efficiency in which emergency calls are managed. Our telecommunicators will handle every call from start to finish. Other benefits of the erecting the dispatch facility and putting telecommunicators in one location include safety of communications personnel, equipment and data; integrity of emergency services; minimal downtime during a disaster and creating a self-supporting service. The ECC is a FEMA rated hardened facility is designed to withstand an EF-5 Tornado.

The Sumner County Emergency Communications Center will operate with state-of-the-art equipment, security systems and readiness for the next generation of E-911. These innovative features help Telecommunicators to be more proactive in their duties by providing deployed resources with updates they obtain.

The Emergency Communications Center is the critical link between community members calling for assistance and the Public Safety Responders in the field.

Sumner County Emergency Communication Center is currently accepting applications for **911 Public Safety Telecommunicators and Call-takers**. Candidates must possess a valid Tennessee Driver's License, be able to type 40 words per minute (net) and possess either a GED or a high school diploma. Candidates may be subject to an oral interview, extensive background investigation, psychological and job-related physical examinations and drug testing.

Brief Job Description: Receive emergency and non-emergency calls for information and assistance via telephone, radio, and written teletype. Direct calls to a source of assistance. Maintain constant status information on all police, fire, and EMS units via computer terminal. Operate complex computers, telephones, radios, audio recorders, 9-1-1 PSAP equipment and other technical equipment. Have access to highly sensitive, confidential information. Work according to 24-hour scheduling with work hours subject to change according to demand. Must be willing to work any shift, including weekends, holidays, and overtime as necessary. Job duties include multiple simultaneous tasks that must be performed on demand. High liability and high stress factors are common. Excellent benefits package provided.

Salary for entry level **Call-takers beginning at \$14.38 per hour and increasing to Telecommunicator pay \$16.08, upon successfully completion of training and promotion to Telecommunicator.**

Our standard shifts are 12-hour shifts, 2 days on and 2 days off, 3 days on 3 days off. Interested candidates please complete our application and return it with a current typing certificate issued within the past six months (no on-line typing certificates will be accepted).

Recruitment for this position will remain open until positions are filled. You may download a job description and application from our website at www.sumnerecc.org. Questions contact Tracy Kizer at email: tkizer@sumnerecc.org

Licenses, Certification and other Requirements

Candidates must possess a valid Tennessee Driver's License, be able to type 40 words per minute (net) and possess either a GED or a high school diploma. Candidates may be subject to an oral interview, extensive background investigation, psychological and job-related physical examinations and drug testing.

CPR, APCO PST 7th , Division of National Crime Information Center (NCIC) Certification required within 6 months of employment. Other Training may be required.

Sumner County Government
Sumner County Emergency Communication Center
253 Airport Road
Gallatin, Tn. 37066



Job Information

- Location: Gallatin, Tn. 37066
- Position Title: 911 Public Safety Telecommunicator
- Company Name: Sumner County Emergency Communication Center
- Job Function: Telecommunicator/Dispatcher/Call Taker
- Entry Level: Yes
- Job Type: Full-Time
- Job Duration: Indefinite
- Min Education: H.S. Diploma/Equivalent
- Min Experience: None
- Required Travel: None
- Salary: \$14.38 to \$16.08 (Hour Wage)