

MADISON COUNTY DEPARTMENT OF HUMAN RESOURCES

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VACANCY ANNOUNCEMENT

PUBLIC SAFETY COMMUNICATOR (HELPS PROGRAM)

(*COUNTY APPLICATION REQUIRED*- Go to: <https://madison-portal.mycivilservice.com/>)

2026 Hire Rate: \$26.26/hr (40 hrs/wk).

The Madison County Office of Emergency Management seeks a full-time Public Safety Communicator. The work involves responsibility for the operation of telecommunication equipment/network computer database systems used in the dispatching of law enforcement, firefighting, and EMS agencies, strictly adhering to all Federal Communications Commission (FCC) that encompass the use of said equipment. A high degree of accuracy, speed, and alertness is required in emergency situations, while taking appropriate action in accordance with departmental, county, state and federal policy/procedures and regulations. Employees in this class are required to assist with training, development and evaluation of new personnel including the development and maintenance of policies and procedures. Within the parameters of established operating procedures and guidelines, employees in this class exercise independent judgment, alertness and responsiveness in emergency situations. The employee may be required to transmit information including emergency medical services pre-arrival instructions in unique/critical situations. The job involves an unusual working environment which includes high stress dealing with life and death situations, requiring the need to remain calm in emergency situations, remain in control of the call and be polite in dealing with frustrated, angry and abusive individuals. A Public Safety Communicator also performs a variety of administrative tasks in the County's Communications Center. This class requires shift work covering both day and night hours. The work is performed on an assigned shift under the direct supervision of the E911 Director and Supervising Public Safety Communicator as directed by the Director of Emergency Management Services, and the oversight of a Senior Public Safety Communicator in accordance with established policies and procedures. A Public Safety Communicator does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma **and either:**

- (A) Two (2) years of full-time paid clerical experience, or its part-time equivalent, which shall have involved the operation of a personal computer and related peripheral equipment; or
- (B) Two (2) years* as an active volunteer firefighter in an organized volunteer or paid fire department; or
- (C) Two (2) years* of active volunteer experience in an organized ambulance organization; or
- (D) One (1) year of full-time paid experience, or its part-time and/or volunteer equivalent, in the operation of two-way radio equipment or emergency communication equipment in a commercial, military, or public setting; or
- (E) One (1) year of full-time paid, or its part-time equivalent, as a call taker or dispatcher in a computer aided public safety dispatch/communications operation; or
- (F) One (1) year of full-time paid experience, or its part-time equivalent, as a paid (career) firefighter;
- (G) One (1) year of full-time paid experience, or its part-time equivalent, as an Emergency Medical Technician in a paid ambulance service; or
- (H) An equivalent combination of training and experience as outlined in (A), (B), (C), (D), (E), (F) and (G) above.

NOTES:

1. *Two (2) years as a volunteer firefighter/Emergency Medical Technician means length in time in calendar years as an active member in good standing of a volunteer fire department/ambulance organization. This does not have to be full-time experience.
2. Successful completion of FEMA-National Incident Management Service (NIMS) courses: IS-100 (or the equivalent), IS-200 (or the equivalent), IS-700 (or the equivalent); and IS-800 (or the equivalent) required no later than within 52 weeks of appointment to said position.

EOE