



# Winston-Salem Police Department

SERVING WITH DISTINCTION AND EXCELLENCE

[www.WSPD.org](http://www.WSPD.org)

An Internationally Accredited Law Enforcement Agency since 1997



## PUBLIC SAFETY COMMUNICATIONS OPERATOR

### STARTING SALARY

\$36,466

65-cent per hour additional pay when working night shift

### WORK SCHEDULE

12-hour shifts (7 a.m.–7 p.m. & 7 p.m.–7 a.m.)

Alternate three-day and four-day (36-hour/48-hour) work weeks

Schedule includes 8 hours of overtime pay

### JOB DESCRIPTION

Public safety communications operators are responsible for processing emergency and non-emergency requests for service of police, fire or medical units and dispatching police and fire units. Work entails operating and monitoring radios, recording devices, paging and alarm systems; receiving and transmitting messages by radio using a computer-aided dispatch system; receiving and processing citizen requests for police and fire personnel on an enhanced-911 telephone system; using Division of Criminal Information and in-house computer systems, and performing related work as required.

### PUBLIC SAFETY COMMUNICATIONS CENTER

The Winston-Salem public safety 911 communications center serves a city of 240,000 in the Piedmont Triad of North Carolina. The center dispatches calls for service to the Winston-Salem Police Department (540 sworn officers) and Winston-Salem Fire Department (19 fire engines, five ladder trucks and two rescue trucks). Firefighters are also dispatched to medical emergency calls. During 2015 the center dispatched 240,860 police calls and 23,360 fire calls.

### QUALIFICATIONS

High school graduate or equivalent

At least 18 years of age

No felony or serious misdemeanor arrests.

Ability to communicate by radio or telephone clearly and distinctly

Minimum typing speed of 25wpm

Ability to sit for extended periods of time in a temperature controlled environment

Ability to effectively communicate with the public and departmental personnel under stressful conditions.

continued on reverse

## TRAINING (All training provided by the agency)

Basic Operator School

Division of Criminal Information (DCI) Certification\*

Geography

Agency Policies

Computer Aided Dispatch (CAD) System for Fire and Police

Associated Public-Safety Communications Officers (APCO) National Certification Program

On the job training program

\* Must achieve certification to be a public safety communications operator

## THE APPLICATION PROCESS

1. Submit application to City of Winston-Salem (Applications are accepted when there are job openings)
2. Telephone Screening/Interview
3. Preliminary Testing:
  - Typing Test
  - Oral Interview
  - Multi-Domain (Psychological) Screening
4. Background Investigation
5. Conditional Offer of Employment
6. Post-Conditional Offer of Employment Testing:
  - Drug Screening
  - Medical Examination
  - Polygraph Examination
  - Suitability Interview
7. Final Offer of Employment

## CONTACT US

**If you meet these qualifications and are interested in working for a professional, innovative, and progressive law enforcement agency, please contact the Recruiting Unit at 336-773-7925 or toll free at 1-877-777-WSPD. You may apply online or in person.**