



ORLAND CENTRAL DISPATCH

FULL-TIME TELECOMMUNICATOR POSITION



POSITION DESCRIPTION & SUMMARY

Orland Central Dispatch (OCD) is a Fire/EMS emergency communications center serving multiple communities throughout the south suburban Chicago area and serves as the primary communications center for MABAS Division 22.

Telecommunicators receive emergency and non-emergency calls, dispatch Fire/EMS resources, coordinate radio communications, provide emergency instructions, and support responders during active incidents. The position requires strong communication, sound judgment, multitasking, and the ability to remain calm under pressure.

MINIMUM REQUIREMENTS

- High school diploma or equivalent
- Strong verbal and written communication skills
- Ability to speak clearly over radio and telephone systems
- Basic keyboarding and computer skills, including the ability to type a minimum of 35 words per minute accurately.
- Ability to read maps and follow written/verbal instructions
- Ability to prioritize, multitask, and make sound decisions
- Ability to work effectively under stress and maintain confidentiality

PREFERRED QUALIFICATIONS

- One year of public safety and/or emergency communications experience
- Emergency Medical Dispatcher (EMD) licensure
- CPR/AED and Telephone CPR (T-CPR) certification
- Knowledge of public safety radio operations and applicable FCC regulations
- Bilingual communication skills

GENERAL DUTIES & RESPONSIBILITIES

Telecommunicators receive and process emergency and routine calls, dispatch Fire/EMS resources, provide caller and responder instructions, monitor radio and alarm systems, relay critical incident information, and coordinate MABAS communications. They also operate CAD and other communications systems, maintain accurate records and certifications, protect confidential information, and comply with applicable **FCC regulations and HIPAA privacy requirements**. Successful candidates must remain calm under pressure, communicate clearly, multitask effectively, and work well as part of a team.