



The Lewiston/Auburn Emergency Communications Center seeks a full time Public Safety Telecommunicator to assist in answering and dispatching all 9-1-1 and non-emergency calls for the cities of Lewiston and Auburn and the Town of Poland. The successful candidate will receive information from the public and other agencies and coordinate a prompt and efficient response to requests for police, fire, and emergency medical services.

**Duties include the following:** Operates the IMC software based computer aided dispatch (CAD) system, NCIC/METRO, and NextGen 9-1-1; establishes priorities of calls for service, and dispatches the appropriate number and type of resources to address the need; monitors all radio frequencies in the communications center, monitors and maintains all equipment within the communications center; answers inquiries from, and provides information to the public; disseminates various types of information to law enforcement concerning licensing, registrations, warrants, protections orders; processes requests for medical and fire incidents through the use of Emergency Medical and Fire Dispatch protocols. Qualified candidates must be able to communicate clearly, maintain composure in stressful situations, and have the ability to simultaneously perform multiple functions of their job.

**Minimum requirements:** High school graduate or equivalent, plus one year of experience in a customer service position, computers and administrative duties, or any equivalent combination. Must successfully pass Critical computer-based testing program, medical examination, as well as a background investigation, including review of state and FBI records.

**The following qualifications are preferred, but not required:** IAED Emergency Telecommunicator Certification, IAED Emergency Medical Dispatch Certification, IAED Emergency Fire Dispatch Certification, METRO/NCIC Certification, and CPR. If necessary, this training will be provided by the Center upon hire.

**Lateral Entry:** Interested applicants with preferred certifications and experience as a Public Safety Telecommunicator may be eligible to start at a higher step in the wage scale up to \$29.12 per hour.

**Salary, Benefits, and Work Schedule:** This is a full-time, benefit eligible position with a starting wage of **\$25.17** per hour plus \$1.00 per hour shift differential for evening and overnight hours. Full time employee benefits include 12 earned vacation days per year, 12 earned sick days per year, 2 floating holidays per year and 1 personal day per year, health, dental, life, and vision insurance, as well as flexible spending and health reimbursement accounts. Employees are eligible for MainePERS or ICMA retirement plans. Employees currently work a 4 day on, 2 day off schedule and are assigned to 8-hour shifts on either day shift, evening shift, or overnight shift. Shift selection occurs once per year and assignments are based on seniority.

Interested candidates may email their application along with their cover letter and resume to [911Admin@auburnmaine.gov](mailto:911Admin@auburnmaine.gov). Please visit our website at [Lewiston/Auburn 9-1-1](http://LewistonAuburn9-1-1) to obtain our employment application. Application deadline is February 9, 2024.

*Equal Opportunity Employer*