

# ***Ouachita Parish Police Jury***

## ***JOB OPPORTUNITY ANNOUNCEMENT***

<b>POSITION: 911 Emergency Call Specialist (PROBATIONARY)</b>	<b>OPENING DATE: July 3, 2023</b>
<b>SALARY: \$ 15.00/hr</b>	<b>APPLICATION DATE: Until Filled</b>

(Present Parish employees are given three (3) days priority in applying for the vacant position before outside applicants will be considered. Parish employees may still apply after the designated deadline, but priority will not be given.)

### **DUTIES:**

Probationary Emergency Call Specialist (ECS) are under close supervision of the Operations Manager and/or Shift Supervisor/Communications Training Officer and under the general supervision of the 9-1-1 Director. The ECS-1 is in training to learn the procedures for processing inbound emergency and administrative calls for service, gathering key information to determine the appropriate response agency and implementing an exchange of emergency information between the caller and secondary Public Safety Answering Point.

The Emergency Communications Center (ECC) is the Primary Public Safety Answering Point (PSAP) for Ouachita Parish. The Emergency Communications Center provides initial Emergency call processing for Police, Fire and Ambulance agencies operating in Ouachita Parish. The work is very stressful, has multiple forms of data sources that must be captured, processed and entered into a Unified Public Safety Computer Aided Dispatching System which must be performed with a high degree of accuracy and speed. The ECS-1 is an entry level classification. Through instruction, guidance and close scrutiny, ECS-1 learn the skills necessary to independently process Emergency calls.

### **QUALIFICATIONS:**

Training and Experience: Must be 18 years of age and a high school graduate or GED.

Knowledge, Abilities and Skills: The techniques, procedures and methods used in the operation of a public safety communications center as well as the functions and responsibilities of the alternate emergency response agencies in the area. Knowledge of local streets, highways, subdivisions, landmarks and a general knowledge of cartography and area geography are important to the performance of this job. Must be able to react quickly using sound reasoning and problem solving skills to adopt an effective course of action in stressful situations. Must successfully pass an extensive background investigation & drug screen. Must be willing to work weekends, holidays, night work schedules including declared emergencies and other events that might affect public safety.

Emergency Call Specialist – Probationary Will be expected to meet the below minimum milestones to remain in this position or be eligible for advancement.

- 120 day OPPJ Probationary period
- Must Successfully complete APCO Standardized in-house (120- day) training program
- Criminal Justice Information Service (CJIS Training)

Must be willing to work weekends, holidays, evening or night work schedules.

### **BENEFITS:**

The Parish offers liberal benefits, including an excellent retirement system, vacations, sick leave and health and life insurance. Employee may advance to higher positions, based on his/her abilities and interests, and on the needs of the Parish.

### **HOW TO APPLY:**

Applications must be submitted either online at [www.oppj.org/hr](http://www.oppj.org/hr) or on the OFFICIAL FORM that is available from and may be returned to:

**Ouachita Parish Police Jury, HR Department  
Ouachita Parish Courthouse, 301 South Grand, Suite 201  
Telephone: 318-327-1340**

**Equal Employment Opportunity Employer**