

Claude Craig
Director



Ashlee Zahn
Deputy Director

804 Professional Blvd
Dalton, GA 30720
706.370.4911

Telecommunicator/911 Dispatcher Position Overview

Pay Rate and Paid Time Off:

- Starting Pay \$13.92 an hour
- Paid Time Off (vacation and sick time) is accrued from your hire date at a rate of eight hours per month
- An 18 month training contract required

Hiring Process:

- Critical Testing (see previous link in step 2 on the 911 hiring process page)
- Realistic Preview
- Background Investigation (criminal history, drivers history, employment history, military history, references, polygraph, psychological exam)
- Shift Sit In (minimum of 4 hours, typically 4pm-8pm)
- Interview with hiring panel
- Interview with Deputy Director and/or Director
- Drug Test and Physical Exam

Mandatory Training:

- 40 hours Basic Telecommunicator Certification (Georgia Public Safety Training Center in Forsyth, Ga.)
- 54 hours APCO Public Safety Telecommunicator Certification
- 32 hours APCO Emergency Medical Dispatch Guidecards
- CPR/AED Certification (through Hamilton Medical Center)

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- GCIC (Georgia Crime Information Center) training on the state database law enforcement accesses for obtaining driver's license information, vehicle registration information, stolen property, warrants, criminal history, etc..

Schedule:

- The schedule is a two week swing or rotating 12 hour shift. Our shifts work from 6 a.m. to 6 p.m. and 6 p.m. to 6 a.m. (Example for the schedule: Week One work Monday, Tuesday, Friday, Saturday, Sunday. Week Two work Wednesday, Thursday)
- Once released from training new telecommunicators typically start out on night shift depending on staffing levels.
- During the training period trainees may be required to move from dayshift to nightshift and vice versa.

Job Overview:

- Whitfield County 911 answers and processes emergency and non-emergency telephone calls from the public. (Example of non-emergency would be receiving a call in regards to theft that has already occurred. Example of an emergency would be receiving a call in regards to someone being unconscious.)
- Whitfield County 911 processes and dispatches calls for service for all public safety agencies within Whitfield County which include the Dalton Police Department, Dalton Fire Department, Hamilton Emergency Medical Services, Whitfield County Fire Department, Cohutta Fire Department, Whitfield County Sheriff's Office, Tunnel Hill Police Department, Varnell Police Department, Cohutta Police Department and are in daily contact with several other public safety agencies (Georgia State Patrol, Georgia Probation, etc..)
- Process queries through GCIC/NCIC (driver's license, vehicle registrations, warrants, stolen property, etc..)
- Maintain documentation of all calls for service through the CAD system (Computer Aided Dispatch).

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Thank you for your interest in employment with Whitfield County 911. If you have any questions or concerns on any of the information above feel free to contact Sharon Ratcliff our Administrative Assistant or Ashlee Zahn our Deputy Director, at 706-370-4911.