

## COMMUNICATIONS CENTER FREQUENTLY ASKED QUESTIONS:

### Why do emergency dispatchers ask all those questions?

The people who answer your phone calls are trained in handling emergency situations and sending out the appropriate personnel. As soon as the basic information of where and what is going on is obtained, units are dispatched, but more information may be required.

Do not assume that because we are asking more questions, help is not on the way. Help is dispatched as soon as we know the problem, and location. We do not have to hang up to send you help.

Questions will help determine:

- The type of response (police, fire, or medical)
- The number of emergency personnel needed
- Medical needs of the patient
- Who responders should be looking for. The information provided might solve a crime or save a life.

### IS 9-1-1 LOOKING FOR YOU?

- Are you looking for an exciting career?
- Are you tired of the 9-5 routine?
- Have you considered a career in emergency communications?

**IF YOU ANSWERED YES TO ANY OF THE QUESTIONS, THEN 9-1-1 MAY BE LOOKING TO HIRE YOU!**

### Minimum Requirements:

- At least 18 years of age
- Graduation from High School or Equivalent
- Ability to type at least 30 wpm
- Ability to work days, nights, weekends, overtime and holidays
- Completion a comprehensive background investigation
- No felony convictions
- Complete the prescribed training program

**FOR MORE INFORMATION VISIT OUR WEBSITE:**

[www.jerseyco911.com](http://www.jerseyco911.com)

Or

[www.facebook.com/JerseyCounty911](https://www.facebook.com/JerseyCounty911)



“I HEAR PEOPLES FIGHTING”

“MY HUSBAND FELL”

“MY KITCHEN IS ON FIRE”

“SOMEONE IS IN MY HOUSE”

“I JUST HEARD SHOTS”

“MY MOMMY WON’T WAKE UP”

“I HEARD MY NEIGHBOR ATTEMPT SUICIDE”

**“HELP”**

“I SMELL SMOKE”

“THERE’S BEEN AN ACCIDENT”

“I JUST SAW A HIT AND RUN”

“MY GRANDMA IS SICK”

“I NEED AN AMBULANCE”

“I WAS JUST ROBBED”

“PEOPLE ARE FIGHTING”

**HELP NEEDED  
911 WANTS YOU**

**JERSEY COUNTY ETSB  
(618) 498-5571 ext. 153  
[www.jerseyco911.com](http://www.jerseyco911.com)**

## THE JERSEY COUNTY EMERGENCY TELEPHONE SYSTEM BOARD / E9-1-1:

The communications center, located at the Jersey County Sheriff's Office is the only Public Safety Answering Point (PSAP) for 9-1-1 calls in Jersey County including calls for police, fire and medical assistance. The PSAP receives 9-1-1 calls from wire line and cellular telephones dialed by residents, visitors or those who commute within Jersey County each day.

Our professional staff answer emergency and non-emergency telephone calls; and operate two-way radio systems providing police, fire and medical dispatch on multiple radio frequencies. Our staff provides the critical link between those requesting assistance and the emergency responder.

Our staff is trained to remain calm, ask pertinent questions and send appropriate assistance to the caller. This is done while entering information into the Computer Aided Dispatch (CAD) System.

The ability to multi-task is an essential trait of a successful 9-1-1 dispatcher.

### TRAINING:

- 80 Hour Telecommunicator Certification
- Law Enforcement Agency Data System
- Use of Multi-Line Telephone
- Use of Multi-Channel Radio System
- Computer Aided Dispatch
- Emergency Medical Dispatch
- TTY
- NIMS
- Other On-the-Job Training and Courses

# *PROVIDING A VITAL SERVICE TO THE COMMUNITY*

**THERE IS A 911 DISPATCHER READY TO ASSIST YOU!**

**If you are not sure that it is an emergency, Dial 9-1-1. We pride ourselves on providing superior customer service to a diverse community. Communications staff must be prepared to answer any type of call at any time. Those calls can include a child whose parent is unresponsive; an elderly woman whose husband is experiencing chest pains; a victim of a crime; a neighbor who hears a fight next door; a parent whose child is choking; a victim of recent violence and any variety of emergencies.**

**Our other customers include law enforcement officers, firefighters and emergency medical technicians. Communications staff work closely with law enforcement personnel not only to direct their response to the location of the incident, but to monitor their safety and wellbeing, provide additional information and answer questions.**

