



Job Summary

Job Title	Department	Reports to	Pay Grade
911 Call Center Operator	911 & OEP	Director of OEP	10
Starting Pay Rate	FLSA Status	Supervisory Duties	Work Environment
\$20.60 hourly \$42,848 annually	Non-exempt	No	Office

The 911 Call Center Operator is responsible for playing a critical role in emergency response operations by promptly and effectively handling incoming calls, coordinating responses, and ensuring timely dispatch of resources to various emergencies. This position is required to work in office, with rotating shifts, including managing after hour emergencies.

Responsibilities

Job duties include, but are not limited to:

- Responding promptly to emergency calls, gathering essential information from callers, and assessing the nature and severity of the situation
- Effectively transferring calls to the appropriate emergency response agencies, such as medical/ambulance, police, fire, and other relevant departments
- Coordinating responses to medical- and fire-related emergencies by dispatching multiple fire departments to the scene
- Managing after-hours emergencies for parish incidents, including, but not limited to, water/gas leaks, street flooding, fallen trees, and loose animals, and dispatching on-call personnel promptly to address these issues
- Receiving and handling calls for the coroner, including reports of hospice or parish resident deaths, ensuring timely communication and coordination with relevant authorities
- Documenting all chemical releases and flaring incidents from parish-wide industries, maintaining accurate records for regulatory compliance and emergency response planning
- Conducting regular tests of parish-wide emergency alert equipment, including sirens, code red systems, and social media platforms like Facebook, to ensure operational readiness during emergencies
- Serving as a resource for less experienced dispatchers and assisting where needed

Qualifications

- A high school diploma or GED
- Prior experience in emergency dispatch, call center operations, or related fields preferred



- Ability to learn and understand dispatch system operation and emergency communication equipment
- Excellent communication skills, both written and oral
- Ability to remain calm and focused in fast-paced, high-pressure situations that may be dealing with life-threatening situations
- Strong organizational and multitasking abilities
- Basic computer skills and familiarity with office equipment such as phones, printers, and fax machines
- Ability to remain informed on emergency response protocols and procedures
- Willingness to work rotating shifts, including nights, weekends, and holidays

OTHER DUTIES AS ASSIGNED

Employees may be assigned additional responsibilities or tasks as deemed necessary by management to meet the operational requirements of the organization.

ESSENTIAL WORKER STATEMENT

Certain positions within this classification may require incumbents to be on-call 24/7. These roles are designated as essential, and individuals may be required to report to work during emergency situations as necessary.

CERTIFICATIONS/LICENSES/REGISTRATIONS

Positions within this classification may require a valid Louisiana driver's license or a valid Louisiana Commercial Driver's License (CDL) Class A, B, or C with the necessary endorsements. If a license is required, it must be maintained for the duration of employment in this position.

ABOUT IBERVILLE PARISH

Iberville Parish Government is an administrative body responsible for governing Iberville Parish and serving the members of its community. The parish government oversees various aspects of local governance, including public services, safety, infrastructure, community services, and community development within the parish.

EEO STATEMENT

Iberville Parish Government is an Equal Opportunity Employer committed to providing equal employment opportunities to all applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law. Hiring decisions are based solely on qualifications, merit, and business needs. If you require assistance during the application process due to a disability, please contact our office for reasonable accommodations.