

POSITION VACANCY

**APPLICATIONS WILL BE ACCEPTED BEGINNING
SEPTEMBER 9, 2026 THROUGH DECEMBER 9, 2026.**

POSITION OPEN FOR 90 DAYS UNLESS FILLED PRIOR TO DEADLINE

Online: <https://waynecounty.in.gov/jobs/index.php>

JOB TITLE: Full-time Communications Specialist

Date Posted: September 9, 2026
Department: Wayne County Emergency Communications Dept.
Hours: Full-time
Salary Range: \$26.24 to 28.29/hr.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Wayne County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job unless the accommodation would cause an undue hardship.

Incumbent serves as a Communications Specialist for Wayne County Emergency Communications and is responsible for receiving, analyzing, and disseminating critical information through voice, text, video, mapping, and other digital platforms to ensure the timely dispatch of emergency services and the safety of citizens and responders.

DUTIES:

Receives and triages emergency and administrative calls and messages via telephone, text, video, or automated feeds, gathering and verifying accurate location and incident data, and dispatching appropriate emergency response units in accordance with established protocols.

Utilizes Computer-Aided Dispatch (CAD), Geographic Information Systems (GIS), and other digital tools to process calls for service and maintain real-time incident awareness.

Monitors and operates multi-line telephones, radio consoles, mass notification systems, text-to-911, and video streams.

Provides emergency medical instructions via pre-arrival protocols, including CPR, childbirth, bleeding control, and other life-saving guidance.

Manages crisis interactions with emotionally distressed, suicidal, elderly, disabled, or non-English-speaking individuals using active listening, empathy, and language support services.

Accesses and updates local, state, and federal databases, including IDACS and NCIC, for inquiries, entries, modifications, cancellations, and messages related to warrants, stolen vehicles, missing persons, and protective orders.

Maintains detailed documentation and logs of all calls, incidents, unit statuses, and communication activity.

Coordinates with other jurisdictions and mutual aid agencies, including Red Cross, Emergency Management, and Public Health, to support critical incident response.

Operates and monitors security and fire alarm systems, weather alerts, and sensor data.

Interprets geographic, location, and mapping data to accurately identify incident scenes, provide directions,

and ensure responder safety.

Notifies appropriate command staff and supervisory personnel of significant incidents requiring elevated response or coordination.

Participates in ongoing professional development, certification, and in-service training programs to maintain required skills and competencies.

Maintains confidentiality and security of all department records and communications in accordance with federal and state laws.

Testifies in court and provides documentation, when necessary, as part of legal proceedings.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED required.

Ability to obtain and maintain certifications in APCO Basic Telecommunicator, APCO Fire Service Communications, APCO Law Enforcement Communications, APCO Emergency Medical Dispatch, IDACS/NCIC, CPR, and other mandated training.

Strong working knowledge of emergency response procedures, public safety terminology, and multi-agency communication protocols.

Proficiency in using computers, CAD systems, GIS mapping software, radio consoles, multi-line phones, and various communications technologies.

Ability to analyze and synthesize information from diverse sources including voice calls, texts, video feeds, alarms, and mapping systems.

Ability to make rapid decisions in life-threatening situations while remaining calm and professional under pressure.

Demonstrated skill in multi-tasking, prioritizing incidents, and maintaining focus in high-stress, fast-paced environments.

Ability to communicate clearly and effectively in person, by phone, and via radio systems, including with individuals in crisis or with special needs.

Strong attention to detail, active listening, and critical thinking abilities.

Knowledge of local geography, including police, fire, and EMS service areas and jurisdictional boundaries.

Ability to work as part of a team or independently with minimal supervision.

Must meet all department hiring standards, including background check and drug screening.

Must maintain regular and reliable attendance and be available for rotating shifts, overtime, holidays, and emergency activations.

II. RESPONSIBILITY:

Incumbent performs duties in accordance with strict policies, procedures, and legal standards, receiving general supervision. Assignments are guided by protocol and best practice models. Errors in performance may have severe consequences, including endangerment of life or property. Quality assurance procedures and supervisory review assist in minimizing errors.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with law enforcement officers, fire and EMS personnel, emergency management staff, hospitals, other emergency dispatch centers, and the general public. Interactions involve exchanging information, providing instruction, coordinating response, and maintaining a professional and courteous demeanor under stress.

IV. REQUIRED SPECIAL QUALIFICATIONS:

Proficient computer skills.

Successful completion of IDACS/NCIC certification within the first year of employment, with recertification as required.

Completion of Emergency Medical Dispatch certification within the first year, with recertification as required.

Basic Telecommunications Course and all required continuing education by department standards.

Must successfully complete a background investigation, including fingerprint submission and compliance with CJIS Security standards.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a secure communications center. Work involves sitting for extended periods, using headsets, and viewing multiple computer monitors. Requires fine motor skills, hearing, close vision, and ability to concentrate amid background noise. Work is often performed under stressful and emotionally demanding conditions. Occasional bending, reaching, lifting of equipment under 25 lbs., and overnight travel for training may be required.

**APPLY AT: Human Resources
Wayne County Government
401 E. Main Street
Richmond, IN 47374**

or online at: <https://waynecounty.in.gov/jobs/index.php>

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