



## Charleston County News Release

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# County Offers Basic Telecommunicator Course as Opportunity to Learn 911 Dispatching Operations

*Great employment opportunities exist with Charleston County once certified!*

[Charleston County Government](#) has partnered with [SC Works Trident](#) to offer the National Academies of Emergency Dispatch (NAED) Emergency Telecommunicator course to all qualified clients this month. The 40-hour training course will educate and familiarize participants on 911 dispatching operations, which involve taking an initial 911 call and dispatching the appropriate fire, law or medical emergency service.

**Those interested in attending a training course can contact Kimberly Martin at (843) 574-1868 or visit [SC Works Trident](#) at 1930 Hanahan Road, #200, North Charleston, SC.**

“Most students taking the course will have little or no experience with 911 call taking or dispatching,” said Jim Lake, [Charleston County Consolidated 9-1-1 Center](#) Director. “The course will help prepare them if they decide to pursue employment with us as a Telecommunicator Trainee.”

The January course is full but the course will be offered on a quarterly basis if the minimum enrollment requirement of 10 qualified students is met. The week-long course costs \$40 and participants will achieve a certification upon successful completion. The certification is recognized nationally. The course will be held at the Trident One Stop Career System, which is located at 1930 Hanahan Road in North Charleston.

“Every day as a dispatcher you deal with emergency situations, each one different, with every call being a chance to make an impact on someone's life,” said Britni Keffer, Charleston County's 2011 Call Taker of the Year. “Having the underlying ambition to help others can keep you going day in and day out. This desire to help others is not a learned trait; it's a passion that not many possess.”

### **Those attending the course will have the opportunity to learn about:**

- Roles and responsibilities of emergency telecommunicators
- Emergency telecommunication technologies
- Telecommunication essentials
- Call management
- Call classification (police, fire and medical)
- Disaster preparedness and readiness for emergency telecommunicators
- Radios and radio broadcast procedures
- Legal aspects of public safety communication
- Quality assurance/quality improvement
- Job-related stress issues

### **In order to take the course, SC Works Trident requires the following qualifications:**

- 18 years of age or older
- High school diploma or equivalent
- Read, write, spell and speak in clear and concise English
- U.S. citizen, permanent resident or possess an Employment Authorization Document (EAD)
- No felony convictions, misdemeanors will be evaluated on a case by case basis

- Demonstrate the ability to type a minimum of 35 words per minute (WPM) or 10,500 keystrokes per hour (KPH)
- Physically able to lift 45 pounds

#### **SC WORKS TRIDENT**

- Phone: (843) 574-1800
- Website: <http://tridentscworks.org>
- The mission of SC Works Trident is to provide the highest quality workforce development services available to their customers.
- SC Works Trident comprises one-stop centers in Berkeley, Charleston and Dorchester counties.
- The SC Works Trident offers a variety of services to help employers and job seekers meet their workforce development needs.
- SC Works Trident staff can assist any business, large or small, with their workforce development needs, offering business and industry a powerful, competitive advantage.
- Collaborating with partners in Berkeley, Charleston and Dorchester counties eliminates or reduces the costs associated with recruiting new employees, screening, placement activities, training new and existing employees and testing.

Visit the Charleston County website at [www.charlestoncounty.org](http://www.charlestoncounty.org) for news, services and up-to-date information relating to Charleston County Government.

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- written by Jennie Flinn -