



**BROOKS COUNTY BOARD OF COMMISSIONERS  
QUITMAN, GA  
POSITION ANNOUNCEMENT**

The Brooks County Board of Commissioners is currently accepting applications for the position of:

**911 Operator, 911/EMA Center, Brooks County, Georgia**

**Starting salary range: \$11-\$12 hourly (Commensurate of Experience/Qualifications)**

**FLSA Status: Full Time / Part Time**

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The Brooks County Board of Commissioners is now accepting applications/resumes for the position of 911 Communications Operator. The Emergency Communications Operator will receive incoming calls on the 911 line, obtain relevant information, prioritize calls, and reroute them to law enforcement, fire department and other emergency services. The Operator will also remain on the line until the receiving agency acknowledges that it is assuming responsibility for the call.

Under the direct supervision of the 911/EMA Director.

**DUTIES AND RESPONSIBILITIES:**

- Answers all incoming emergency (911) calls promptly. Follows standard operating procedures (SOPs) for obtaining pertinent information depending on the nature of call. Connects calls with the appropriate department immediately while continuing to obtain information. While receiving call, enters name, location and other pertinent information into computer-aided dispatching (CAD) system so that it is permanently available.
- Attempts to ascertain the exact nature of problem and the immediacy of the need. Calms the caller and encourages the caller to remain on the line in case further assistance is required.
- For fire emergencies, attempts to determine whether people are at risk and ascertains nature and extent of the fire.
- For law enforcement emergencies attempts to assess the potential for violence and the degree of risk to the public and the officer, as well as the nature of crime and whether it is still in progress.

**MANAGER(S):**

- This position reports directly to the 911/EMA Director.

**DESIRED EXPERIENCE:**

- Ability to act calmly and rationally in stressful situations.
- Knowledge of computer usage and keyboarding, preferably in Microsoft Windows and Word environments.
- Ability to make decisions in critical situations.
- Requires ability to work rotating 8 to 12 hour shifts, weekends and holidays

**EDUCATION/MINIMUM QUALIFICATIONS:**

- High school graduate or GED.
- Successful completion of Background check, fingerprinting, drug screen and other procedures used by public safety agencies for prospective employees, and compliance with requirements for GCIC background check.
- Possess and maintain a valid Georgia Driver's License.

**OTHER REQUIREMENTS:**

- Must have the ability to effectively operate and utilize a computer and any other equipment that is used to perform the essential duties and responsibilities of the job.
- Must be able to work longer hours on emergencies or projects as needed.
- Prolonged periods of sitting at a desk and working on a computer.

**BENEFITS:**

- After three (3) months, Employer provides PTO and Health benefits for Full Time only.

Brooks County, Ga. is an equal opportunity employer that offers a healthy work environment and benefits. Full scope of position and application for employment can be found at <https://brookscountyga.gov/career-opportunities/apply>

Applications will be accepted by website submission, email, or mail (delivery of in-person applications are not permitted at this time) until the position is filled and should be presented to:

Brooks County Board of Commissioners  
Attn: Kim Daniels, HR Coordinator  
610 South Highland Rd. Quitman, GA 31643  
[kdaniels@brookscountyga.gov](mailto:kdaniels@brookscountyga.gov)