



Telecommunicator I-METCAD

Department Overview: The position of Telecommunicator I at METCAD 9-1-1 is a unique and rewarding opportunity to provide critical and often lifesaving community service to the residents and visitors of Champaign County. METCAD is looking for motivated, public-service oriented individuals to uphold the Mission Statement of “Public Safety through Quality Service” and our Core Values of “Respect for Others, Teamwork, and Customer Service.”

The position of Telecommunicator requires the special ability to work in a fast-paced, high-volume environment while providing a calm and caring response to calls for assistance. In 2021, METCAD answered 281,598 calls including 103,586 emergency and 178,012 non-emergency calls and dispatched 122,354 of those calls to 35 police and/or fire departments in Champaign County.

METCAD uses Tyler Enterprise CAD as the primary dispatching software system. All trained staff are certified in Emergency Medical Dispatching, and currently use Priority Dispatch’s Pro-QA software system.

The City of Champaign is committed to promoting a work environment and a community that values and supports diversity and inclusion. The City of Champaign is an Equal Opportunity Employer. Women, minorities, and individuals with disabilities are encouraged to apply.