DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road, Wheaton, IL 60187
(630) 260-7500 Main
www.ducomm.org

JOB DESCRIPTION

Alarm Board Operator (Part-Time)

Reports To: Operations Manager
FLSA Status: Non-Exempt
Updated: May 8, 2026

Summary

Monitor and process incoming burglar and fire alarms, handling phone calls from subscribers and the public, and completing clerical work related to the alarm system.

ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

- Monitor and process incoming alarms with accuracy and in accordance with established written directives and practices.
- Promptly and courteously communicates with citizens, business owners, alarm vendors, and member agency personnel while assisting them.
- Accurately perform data entry when entering alarms into the CAD system for dispatch, taking alarms in and out of service, or completing clerical work.
- Efficiently operate a variety of equipment and software, including but not limited to: CAD, telephones, SIS (Security Information Systems), , , radio systems, and other available resources.
- Successfully complete the Alarm Operator certification training program and other essential certifications including NIMS and L.E.A.D.S.
- Perform routine notifications to outside agencies, including but not limited to: utilities, public works, non-member agencies, businesses, and the public.
- Comply with all orders, policies, procedures, rules and regulations of DU-COMM.
- Follows written and verbal instructions.
- Perform any other duties as assigned by supervisor.

SUPERVISORY FUNCTIONS

- None

MINIMUM QUALIFICATIONS

- Must be at least 18 years of age.
- A high school diploma or equivalent is required.
- Typing speed of 35 words per minute.
- Must achieve and maintain L.E.A.D.S. certification.
- Must be able to work 20-30 hours a week.
- To remain IMRF pension eligible, must maintain an average over twenty (20) hours per week.
- Must be of strong moral and ethical character.
- Strong analytical and logical problem solving skills.
- Proficient in the English language including the proper usage, spelling, punctuation, and grammar.
- Strong interpersonal skills to include the ability to work one-on-one and in a group environment.

Must be able to successfully pass a thorough background investigation, psychological exam, medical exam, and medical/drug screenings.

PREFERRED QUALIFICATIONS

A strong candidate will also have experience in the following areas:

- Police, Fire, EMS, or alarm monitoring experience.
- Knowledge of public safety communications systems including: CAD, 9-1-1, radio, digital loggers, etc.
- Multi–line telephone equipment.
- Customer service experience.
- Previous experience in a public safety environment.
- Computer/data entry experience.

PHYSICAL/MENTAL REQUIREMENTS

- Must be able to wear a headset.
- Must be able to activate radio and phone systems utilizing keyboards, buttons, and switches.
- Regularly works in an indoor/office environment and/or use repetitive hand motion.
- Frequently required to talk, hear, stand, and walk.
- Must occasionally lift and/or move up to 25 pounds.
- Must be able to work under stressful situations, have good cognitive skills, maintain work accuracy, and be able to concentrate on more than one task at a time.
- Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
- Must hear speech out of both ears in the normal range of 30 db at 500 to 2000 Hz range.
- Must be able to speak and communicate clearly over telephones and radios.
- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substances.

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