



News Release

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Charleston County Consolidated 9-1-1 Center Facing Staffing Challenges

9-1-1 Center staff will be launching a new recruitment campaign to attract potential new employees

[The Charleston County Consolidated 9-1-1 Center](#) is the latest example of one of many public safety agencies around the country experiencing staffing challenges. Currently, the 9-1-1 Center needs to fill 39 positions and is encouraging the public to consider a career in 9-1-1 services.

“The good news is we are still dispatching calls efficiently and getting our first responders where they need to be quickly,” said Consolidated 9-1-1 Center Director Jim Lake. “However, the concern is that our employees are working more and more overtime and this is certainly a job where you need time to decompress.”

According to Mr. Lake, the 9-1-1 Center faces two challenges; finding individuals qualified to handle both the technical and mental skills required for the position. The second is retaining employees as several employees have left the 9-1-1 Center in recent months to take other positions, some with local public safety agencies.

“This is a challenging time for all Public Safety with regard to attracting and retaining good employees” said Chief Greg Mullen, Consolidated Dispatch Board Chair and Charleston Police Chief. “The Consolidated 9-1-1 Center is doing a great job finding innovative ways to manage staffing to meet emergency response needs while also enhancing recruitment techniques.”

Charleston County has attempted to recruit applicants using traditional means online and at job fairs, and has recently expanded its efforts, creating a short movie theater ad and garnering new ways to utilize social media in order to appeal to potential applicants.

Job benefits include:

- Supplied uniforms
- Medical and dental plans
- Life insurance
- Retirement plan
- Annual and sick leave
- Paid holidays
- Employee Assistance Program

If you or someone you know is interested in a career in 9-1-1 with the Consolidated 9-1-1 Center, please apply online at <http://workfor911.com/>. If you have questions regarding employment with 9-1-1, please contact us at 911jobs@charlestoncounty.org.

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