

Jefferson County  
**Emergency Communications Center**

44 Wiltshire Road, Kearneysville, WV 25430  
Phone: 304/725-8484 Fax: 304/728-0779

PUBLIC SAFETY DISPATCHER I  
22,050 – 26,803 DOQ

PUBLIC SAFETY DISPATCHER II  
23,153 – 32,578 DOQ

Jefferson County Commission invites full-time applicants for Public Safety Dispatcher I or II for the 9-1-1 Emergency Communications Center.

Responsibilities include but are not limited to answering emergency and non-emergency telephone calls promptly and courteously, eliciting complete information; selecting and dispatching the most appropriate emergency response unit(s) in accordance with established user-agency policies and procedures; monitor safety of field personnel and dispatch assistance as required; perform other related duties and special projects as assigned by their supervisor. Incumbents receive paid training.

**Minimum Qualifications**

For Public Safety Dispatcher I or II, applicants must be at least 18 years of age. A High School Diploma or GED equivalency is required. A typing test will be administered. PSD I is the entry-level dispatching position and the applicant for PSD I must have one year of public contact employment that may consist of any combination of work and volunteer experience. Prior experience working in a law enforcement/public safety agency as a Public Safety Dispatcher is desired. The PSD II position is the journey-level position requiring a minimum of one year of recent public safety dispatching experience at a 9-1-1 Center. The County reserves the right to determine eligibility for Public Safety Dispatcher II.

The applicant must pass an intensive police background investigation and provide proof of U.S. Citizenship or legal authorization to work in the United States upon appointment.

**Desirable Knowledge, Skills, And Other Characteristics:**

The successful candidate will offer the following skills and experience, as demonstrated in past and current employment history:

**Ability to** read, write, spell, and speak in concise English; learn correct telephone answering techniques, policies, and procedures; follow oral and written instructions; deal tactfully with the public and others; work in a confined area and wear a headset. Candidate should possess skill in operating computerized communications equipment and have the ability to perform at optimum levels in stressful and emergency situations; ability to speak clearly and be understood over the telephone and radio; keenness of observation; tact; reliability and good judgment; learn and interpret maps; and learn radio and other codes used in the creation of calls for dispatch. Have the willingness and ability to work rotating shifts (including nights), weekends, holidays and overtime as required.

Applications are available in the Jefferson County Courthouse located in Charles Town, WV or from the 9-1-1 Center and will be accepted on a continuous basis until the position(s) are filled.