

Jefferson County, WV

Emergency Communications Center

44 Wiltshire Road, Kearneysville, WV 25430

Phone: 304/725-8484 Fax: 304/728-0779

SUPERVISING PUBLIC SAFETY DISPATCHER

\$25,468 - \$35,835 DOQ

Jefferson County Commission invites full-time applicants for Supervising Public Safety Dispatcher. This is the civilian journey-level supervisor position in the 9-1-1 Emergency Communications Center.

Responsibilities include but are not limited to providing direction, guidance, training, evaluation, and supervision to Public Safety Dispatchers during an assigned shift, responsible for directing the efforts of the communications staff to accomplish effective and efficient delivery of services to the public and user agencies in support of the mission; responsible for 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.

Minimum Qualifications

Training and experience equivalent to graduation from Grade 12, three years of experience as a Public Safety Dispatcher II and six months experience as an acting Supervising Public Safety Dispatcher with Jefferson County Emergency Communications; or one year of recent supervising dispatcher experience with another public safety agency.

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 perform supervision of Public Safety Dispatchers. Participate in the development, implementation, and maintenance of the department goals, objectives, and policies and procedures, ensuring that goals are achieved. Must be able to read, write, spell, and speak in concise English; understand correct telephone answering techniques; 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 equipment and have the ability to perform at optimum levels in stressful and emergency situations; ability to be clearly understood over the telephone and radio; possess keenness of observation; tact; reliability and good judgment. Must 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. Applications will be accepted on a continuous basis until the position(s) are filled.