



# Jefferson County Emergency Communications Center

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~ An EMD Accredited Center of Excellence ~

## **PUBLIC SAFETY DISPATCHER I (part-time)**

## **PUBLIC SAFETY DISPATCHER II (full-time & journey-level)**

Jefferson County Commission invites full-time and part-time applicants for the position of 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 and a high school diploma or GED equivalency is required. All candidates will be tested to determine further qualifications. The PSD I position is the part-time and entry-level position while the PSD II position is the full-time journey-level position having 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. Military veterans are encouraged to apply.

### **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 must 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; integrity; 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 from the County Website, the Emergency Communications Center or by calling (304) 728-2100.