



Jefferson County Emergency Communications Center

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PUBLIC SAFETY DISPATCHER II **(full-time entry & journey-level)** **\$37,162 - \$39,617 DOQ**

Jefferson County Commission invites applicants for the full-time position of Public Safety Dispatcher 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 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. Those hired receive paid training.

Minimum Qualifications

The Public Safety Dispatcher II position is the full-time call-taker/dispatcher position at the 9-1-1 emergency communications center and applicants must have one year of public contact/customer service employment that may consist of any combination of work and volunteer experience. Prior experience working in a law enforcement agency/public safety agency is desired but not necessary. Applicants are required to be at least 18 years of age and possess a high school diploma or GED equivalency. All candidates will be tested to determine further qualifications.

The applicant must pass a testing process, oral board interview(s), and 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 <http://www.jeffersoncountywv.org/county-government/departments/job-postings>; the Emergency Communications Center at 28 Industrial Boulevard, Kearneysville; or by calling (304) 728-2100.