

RECRUITMENT ANNOUNCEMENT

Emergency 9-1-1 Telecommunicator Trainee Berkeley County Central Dispatch

**FULL-TIME-\$34,900 ANNUAL BASE PAY (1st YEAR)
\$37,900 AFTER 1 YEAR OF SERVICE WITH SATISFACTORY PERFORMANCE
5% EVENING & 8% NIGHT SHIFT DIFFERENTIAL**

APPLICATIONS ARE AVAILABLE ON-LINE AT www.berkeleywv.org OR AT THE COUNTY COUNCIL OFFICE, 400 W. STEPHEN STREET; SUITE 201, MARTINSBURG, WV, 25401, MONDAY-FRIDAY, 8:00 AM-5:00 PM, APPLICATIONS MAY BE RETURNED IN PERSON OR AT telecommunicator@berkeleywv.org. APPLICATIONS WILL BE ACCEPTED UNTIL 5:00 PM, FRIDAY, SEPTEMBER 21, 2018.

KIND OF WORK:

Receives all 911 calls, relays/dispatches police calls to the appropriate police agency, dispatches emergency fire and EMS units with the least possible delay and communicates with units in the field until the termination of each event.

This position requires employees to work in highly stressful situations where serious injury to persons and/or property damage may occur as a result of error. As this is an Emergency 9-1-1 Center operating twenty-four (24) hours per day, seven (7) days per week employees are required to work rotating shifts, weekends and holidays as scheduled. Mandatory overtime may also occur when operations require it.

EXAMPLES OF WORK:

- Receives all 911 calls for Berkeley County.
- Relays or dispatches emergency police calls to the appropriate agency and refers non-emergency requests to the correct telephone number.
- Receives reports of fire and medical emergencies and utilizing Computer Aided Dispatch (CAD) processes the information and provides for timely delivery of emergency services.
- Operates a micro-processor controlled communications console including a tone activated alerting system and multiple channel fire/EMS/local government radio systems.
- Monitors the activity of and maintains radio contact with dispatched units from initial report to termination of event.
- Maintains communications with the appropriate emergency services agency.
- Provides emergency medical Pre-Arrival and/or Post-Dispatch instructions over the telephone.
- Records a daily log of 911 calls and utilizing Computer Aided Dispatch (CAD), maintains records of fire, police and EMS activity.
- Monitors and records information regarding alarm activations.
- Operates various types of communications equipment in a calm and competent manner including a Telecommunications Device for the Deaf (TDD).
- Assists with compilation of various reports and statistical data as requested by a Supervisor or the Department Head.
- Receives and enters appropriate information on teletype and NCIC as required by standard operating procedures.
- Performs related work as required.

QUALIFICATIONS AND REQUIREMENTS:

- High School Diploma or equivalent
- Minimum age of 18 years.
- Within one year of employment, successfully complete 24 hour Emergency Medical Dispatch training offered by the National Academy of Emergency Medical Dispatch which includes First Responder CPR certification.

- Within one (1) year of employment successfully complete forty (40) Hour "Basic Telecommunicator Training Course".
- Within one (1) year of employment successfully complete forty (40) Hour Law Enforcement Teletype Certification course.
- Criminal records check and detailed background investigation required.
- Excellent spelling skills.
- Standard computer keyboard proficiency to successfully adjust to Department's Computer Aided Dispatch (CAD) System.
- Ability to remain calm, in an extremely stressful environment.
- Ability to get along with, and to successfully communicate with co-workers, the public and media representatives.
- Ability to work both independently and as part of a team.
- Ability to accurately read maps and to give directions.
- Basic computer and data processing skills.
- Ability to work weekends and holidays as scheduled.
- Ability to work rotating (days, evenings and nights) shifts.
- 20/20 vision (normal correction allowed) with no color blindness
- Excellent hearing.

EXAMINATION PROCEDURE:

- Standard written examination
- An evaluation of training and experience
- One or more interviews
- Employment related reference checks
- Background investigation
- Pre-employment physical to include drug screen, eye test and audiometric exam (administered after offer of employment).

ADDITIONAL INFORMATION FOR APPLICANTS

APPLICATION FOR THIS RECRUITMENT:

All applications for vacancies with Berkeley County Government must be submitted to the Berkeley County Council Office, 400 West Stephen Street, Suite 201, Martinsburg, WV. 25401 on or before the date specified on the front of this announcement. An application may be rejected if it is not complete or is received after the specified closing date (we do honor post-mark date on applications submitted by postal mail). Each applicant will be notified by mail regarding the selection process. Berkeley County does not reimburse travel expenses incurred to attend a scheduled interview.

EXAMINATION PROCEDURE:

The kind of examination/screening for positions announced will vary with each position and may include:

- an evaluation of training and experience
- personal and/or group interview
- written and/or spoken examination(s)
- performance test(s)
- a background investigation
- a physical examination*and
- a drug test*.

*These examinations are administered after offer of employment.

PROBATIONARY PERIOD:

Berkeley County is an "At-Will" employer. However, new employees normally serve a probationary period of six (6) months before attaining regular status. The length of the probationary period may vary depending on the position and may be extended depending on performance. The probationary period is considered part of the examination process to determine the employee's fitness for the position in which he/she was placed.

COMPENSATION:

Berkeley County employees are paid twice per month. A new employee ordinarily starts work at the rate specified in this announcement. The Berkeley County Council reviews compensation increases as part of the normal budget preparation process and makes the appropriate compensation adjustments at the beginning of the fiscal year (July 1).

ANNUAL LEAVE, SICK LEAVE AND HOLIDAYS:

(the following is unavailable for part-time and temporary positions)

- Employees earn 1.50 days of sick leave per month/18 days annually with unlimited accumulation.
- Berkeley County observes 12 paid holidays per year and Primary and General Election Days as they occur.
- Employees accumulate annual leave according to the following schedule:

<u>Years of Service</u>	<u>Days Per Month</u>	<u>Days Per Year</u>
0 – 5 years	1.25 days	15 days
5 – 10 years	1.50 days	18 days
10 – 15 years	1.75 days	21 days
15 years plus	2.00 days	24 days

HEALTH, RETIREMENT & MISCELLANEOUS BENEFITS:

(some of the benefits may be available to regular part-time employees)

- Regular employees are required to participate in the West Virginia Public Employee Retirement Plan
- Life Insurance may be provided to full-time employees, their spouse and eligible dependents.
- Regular full-time employees may elect to join the County sponsored health plan which includes medical, hospitalization, major medical, dental, vision and prescription drug coverage. Depending on election, the County may pay up to 100% of the employee costs and the employee pays for any dependent coverage elected.
- A deferred compensation program is available.
- Direct deposit is mandatory.

BERKELEY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER