

The Harrison County Commission will be accepting applications for the position of an E911 Dispatcher through Monday, March 29, 2021. The County Commission has multi-positions open at this time. Applicants must be high school graduate or have an equivalent degree. Applicants must possess certain abilities, including but not limited to typing (20+ words per minute), effective decision making and the ability to perform under stressful conditions. A job description and application are available on the County's website www.harrisoncountywv.com. Please return all applications, resumes and/or other documents to 911jobs@harrisoncountywv.gov. The Harrison County Commission is an equal opportunity employer and does not discriminate on the basis of race, creed, color, national origin, gender, religion, age, disability, political belief, veteran's status, sexual orientation, or family status. An individual needing special accommodations or having questions concerning special accommodations should contact the E911 Deputy Director at (304) 623-6559. Harrison County has established a drug free and tobacco free work environment.

Harrison Taylor E911 Position Description

Job Title: E911 Dispatcher
Department: Harrison Taylor E911
Reports To: Corporal
FLSA Status:
Prepared By: Staff
Prepared Date: June 20, 2001
Updated: August 19, 2020
Approved By:
Approved Date:

Summary: Receives and dispatches emergency and routine calls for police, fire, ambulance, and other emergency services by performing the following duties.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

Receives and screens incoming calls for law enforcement, fire, medical, or other emergency services.

Questions callers to determine location and seriousness of emergency and response needed.

Enters information into computer-aided dispatch system.

Operates two-way radio and/or other communications equipment to dispatch police, fire, medical and other personnel and equipment and to relay instructions or information to remote units.

Provides prearrival instructions to caller.

Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Relays information between hospital staff and emergency medical technicians at site or in ambulance.

Provides preliminary first aid instructions before paramedic truck or ambulance arrives.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Monitors silent alarm systems, remote cameras, and other systems used to detect illegal entry and maintain security.

Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

Enters, updates, and retrieves information from a variety of computer systems. Minimum of 20 words per minute typing is required.

Answers or forwards nonemergency requests for assistance.

Tests communications and alarm equipment and backup systems to ensure serviceability.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Due to the nature of the operations at the Harrison Taylor E911 Center and the importance of these operations to the public health, welfare and safety, it has been determined that it is critical to maintain adequate staffing at all times at the communications center. Any deviation from minimum staffing requirements and standard shift rotations adds undue stress and hardship to both the remaining staff as well as administration, and can endanger the general public who depends upon the services delivered. For these reasons it may be necessary to adjust an employee's work schedule on occasion. This can include, but is not limited to remaining on duty beyond previously established end times, reporting for work prior to established start times and/or reporting for duty on a regularly scheduled off day. To the extent possible, the E911 Center will make a reasonable effort to accommodate employee's religious practices.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Deductive Reasoning – Applies rules and principals to make decisions about what to expect from a specific situation.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Demonstrates knowledge of EEO policy (available upon request); Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Inductive Reasoning – Combines specific pieces of information to arrive at conclusions about what the causal relationship is between those pieces and the resulting outcome.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Information Ordering – Identifies the best or proper order of given actions or steps; Understands the proper order of steps in performing specific tasks safely; Pieces together the proper order of events provided by callers.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication – Listens to and understands information and ideas presented through spoken words and sentences; Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. In the work environment when dealing with co-workers and the public, efficient use of spoken English is required. Due to the nature of the 9-1-1 and public safety communications business, in order to provide the best and most efficient service to the public, it is the policy of the Harrison Taylor E911 Center that English is the only language to be spoken when dealing with co-workers in the work environment, and when dealing with the English speaking public. Deviations from this policy would compromise the effectiveness and efficiency of the public safety communications center, and would endanger life and property.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Selective Attention – Concentrates on tasks over a period of time without being distracted.

Spatial Orientation – Understands how to navigate within spaces or how to get from one point to another.

Speech Recognition – Identifies and understands the speech of another person.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Reads the English language and understands what is being communicated; Communicates intended thoughts using the English language; Understands vocabulary, grammatical structure, punctuation and literary styles; Communicates intelligently and professionally via the written word; Understands how to spell common words, properly use and pair parts of language, punctuate sentences properly and compose meaningful sentences; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information. In the work environment when dealing with co-workers, data systems and the public, efficient use of the English language is required.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Microsoft Outlook Contact Management systems; Microsoft Internet Explorer Internet software and Word Processing software.

Certificates, Licenses, Registrations: Current driver license (valid WV driver license within 60 days of hire)

Other Skills and Abilities: Ability to work rotating or permanent work assignments on day, afternoon or midnight shifts, weekends and/or holidays. To the extent possible, the Bureau will make a reasonable effort to accommodate employee's religious practices.

Other Qualifications: Due to the sensitive nature of the information that is involved in the position, all persons will have a criminal background check performed on them. Those records must be free from all but the most minor of offenses. The West Virginia State Police and the Federal Bureau of Investigations must approve all persons working in the communications area.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.