



County Administrator's Office

340 South Sixth Street, Wytheville VA 24382-2598

Telephone (276) 223-4500

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Position: 911 Dispatcher

Department: Emergency Communications

Reports To: Director of Emergency Communications

Location: County Administration Office

FLSA Status: Non-exempt

Full-time/Part-time: Full-time

Seasonal: No

Posted Until: Date or Until Filled

Summary

Performs intermediate technical work on an assigned shift, dispatching law enforcement, fire, and emergency medical service (EMS) to emergency and non-emergency calls for service, and related work as apparent or assigned. Work is performed under the moderate supervision of the Director of Emergency Communications.

Work Schedule

The Emergency Communications Center follows a 2-2-3 work schedule where dispatchers work two days, have two days off, and then work three days. This pattern repeats every two weeks with every other weekend off. There are two day-shifts and two night-shifts that work 12-hour shifts. Shifts include weekends and holidays. This position is considered essential, and employees may be called in during major and/or emergency situations, including inclement weather.

Essential Functions

- Answers all emergency (911), non-emergency calls, Text-to-911, and TTY/TDD calls for assistance, providing the appropriate response and prioritization.
- Obtains the necessary information required for specific call types.
- Accurately enters medical, fire, and law enforcement calls for service into the computer-aided dispatch (CAD) system using the appropriate nature code.
- Maintains call logs within the CAD system.
- Dispatches appropriate medical, fire, and law enforcement personnel efficiently.
- Provides real-time updates to responding units.
- Operates a multi-screen computer console.
- Monitors radio channels and maintains contact with medical, fire, and law enforcement agencies.
- Requires the ability to maintain confidentiality.
- Answers non-emergency and after-hours calls for various agencies.

- Serves as a liaison to various agencies, including on-call personnel, magistrates, medical examiner, animal control, Virginia State Police, etc.
- Coordinates assistance with other agencies as needed.
- Testifies in courts when subpoenaed.
- Transmits and receives information from the Virginia Criminal Information Network (VCIN), National Crime Information Center (NCIC), and Department of Motor Vehicles (DMV).
- Provides callers with instructions and guidance during emergencies, such as performing CPR or giving first aid instructions.
- Remain calm, composed, and professional in high-pressure situations while providing reassurance to distressed callers.
- Utilize mapping software and other programs to accurately pinpoint caller location, the first responder's location, and direct responders effectively.
- Assist in coordinating multi-agency responses during large-scale or complex situations.
- Perform administrative duties, such as updating databases, handling reports, and reviewing logs.
- Multi-task while in a fast-paced, high-stress environment.
- Ability to remain calm and professional while interacting with callers in distress.
- Receives and disseminates appropriate responders to public and private fire and security alarm systems.
- Communicate information to supervisors, as needed.
- Maintain situational awareness and react to infrequent but important alarms.
- Troubleshoot issues with CAD system, radios, consoles, and equipment, or request assistance from vendors and contractors as necessary.
- Ability to make decisions in a timely fashion.

Knowledge, Skills, and Abilities

- General knowledge of communication equipment and devices.
- General knowledge of radio procedures.
- General knowledge of the geography of Wythe County and the location of important landmarks and boundaries.
- General knowledge of law enforcement terminology, records, and services they provide to the community.
- General knowledge of fire terminology and the services they provide to the community.
- General knowledge of EMS terminology, records, and services they provide to the community.
- General knowledge of Wythe County Emergency Communications programs, policies, and procedures.
- General knowledge of Wythe County policies, procedures, and ordinances.
- General knowledge of Town of Wytheville policies, procedures, and ordinances.
- General knowledge of Town of Rural Retreat policies, procedures, and ordinances.
- General knowledge of dispatching procedures for fire, EMS, and law enforcement.
- General knowledge of emergency management response.
- General knowledge of State codes and ordinances.
- General knowledge of Federal and State laws governing radio transmissions.
- Ability to make arithmetic computations using whole numbers, fractions, and decimals.

- Ability to maintain required certifications.
- Ability to respond to work during major and/or emergency situations, including inclement weather.
- Ability to perform a considerable volume of detailed work.
- Ability to type accurately at a reasonable rate of speed.
- Ability to speak clearly, calmly, assertively, and directly.
- Ability to remain calm and professional while interacting with the public, responders, and associates.
- Ability to follow both oral and written directions.
- Ability to operate the standard office equipment and personal computers.
- Ability to communicate information in writing in English so that others will understand.
- Ability to read and understand the meaning of written English words.
- Ability to multitask and work effectively on each task.
- Ability to maintain situational awareness and react appropriately to infrequent situations.
- Ability to make decisions in a timely fashion.
- Ability to accept suggestions or constructive feedback from trainers or supervisors.
- Ability to show commitment to the public service goals.
- Ability to take responsibility for one's own actions.
- Ability to work rotating shifts, including mandatory overtime.
- Ability to successfully complete county-funded telecommunicator certification training at the regional criminal justice academy.

Education and Experience

- High school diploma or GED.

Special Requirements and Job Development

- Must pass a background check, drug screening, pre-employment physical and any additional required assessments.
- Must be a United States citizen and a resident of Wythe County.
- Must be at least 18 years old.
- Must be able to work any shift (day/night), including weekends and holidays.
- Must be available to work overtime when required to meet operational needs.
- Possess a valid Virginia driver's license or ID card.
- Employee must possess an acceptable and safe driving record.
- Requires access to reliable transportation.
- Obtain VCIN/NCIC certification within six months of employment.
- Obtain Emergency Medical Dispatch (EMD) certification within six months of employment.
- Obtain the Virginia Department of Criminal Justice Systems Dispatcher Basic certification within two years of employment.
- Obtain other required certifications within six months of employment.

Physical Requirements

- This work requires the occasional exertion of up to 25 pounds of force.
- Work regularly requires sitting, frequently requires speaking or hearing, and using hands to finger, handle, or feel.

- Occasionally requires standing, walking, reaching with hands and arms, lifting, and repetitive motions.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data.
- Operating motor vehicles or equipment and observing general surroundings and activities.
- Work is generally in a moderately noisy location. Employees should expect consistent background noise that may impact concentration and communication.

Salary

- Competitive and in line with experience.
- Pay differential for certified dispatcher trainers.
- Wythe County offers excellent benefits, including: paid vacation and sick leave; health, dental, and vision insurance; optional insurance coverage; Virginia Retirement System; and paid holidays following the state holiday schedule.

This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Wythe County Administration reserves the right to revise or change job duties as the need arises. The job description does not constitute a written or implied contract of employment.

As an Equal Opportunity Employer, we are dedicated to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention or other personnel action affecting employees or candidates for employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex/sexual orientation/gender/identity, national origin, disability, marital status, age, political affiliation, or protected veteran status.