



PULASKI COUNTY JOINT 9-1-1 COMMUNICATIONS CENTER

Job Description:

Public Safety Telecommunicators provide communication and support to the general public in addition to police, fire and medical agencies. Under the direction of a Team Supervisor, Public Safety Telecommunicators must develop a rapid and accurate sense of call interpretation and decision making during stressful situations in order to process multiple calls. Public Safety Telecommunicators provide exceptional customer service to the general public under stressful circumstances. In addition to taking calls, Telecommunicators are cross-trained as police, fire, and EMS dispatchers. While dispatching, Public Safety Telecommunicators provide calm and efficient service to the agencies. Public Safety Telecommunicators provide clear direction, responsive feedback and proactively find information pertinent to in progress calls.

Hiring Process:

- Apply to Pulaski County Joint 9-1-1 Communications Center via the County of Pulaski's online application found at www.pulaskicounty.org under "Employment Opportunities" at the top of the page.
- Once you have completed the application and resume and returned them to PCJ911CC or the County of Pulaski, you will receive an e-mail with available days to setup your multiple task/split ear testing.
- Upon passing the initial multiple task/split ear testing you will advance to the following steps.
- Initial Interview will be conducted.
- The highest scoring candidates from the initial interview will be given a "Conditional Offer of Employment"
- Suitability and Personality Assessment will be administered
- Extensive background investigation and criminal history reports will be conducted
- Final interview with the Executive Administrative Team
- Post offer drug screening and an appointment with the County of Pulaski Human Resources department will be scheduled.
- Successful candidates offered a position will be subject to a minimum 6 month probationary period and subject to dismissal at will.

Compensation Package:

- Starting Salary: \$30,000 after successful probationary period salary will increase to \$32,600
- Fully Paid on-the-job-training
- Paid Annual Leave
- Paid Sick Leave
- Health, Vision and Dental Insurance options
- Virginia Retirement System (VRS) retirement package
- Health and wellness programs including free gym membership.

Minimum Requirements:

- Must be 18 years of age at time of hire
- Must type at a net speed of 40 words per minute
- Must have a High School Diploma or equivalent
- Must have permission to work in the United States
- Must have excellent written and oral communication skills
- Must have no criminal history

NOTE: A criminal background check will be conducted on all successful candidates prior to being appointed to the position.

Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by management as required. The Pulaski County Joint 9-1-1 Communications Center reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.