

911 Employment Applications being accepted!!

The Cabell County 911 Center is currently accepting employment applications for the position of Probationary Telecommunicator. Click the link below to obtain our application, it can be mailed or dropped off in person to the 911 Center at 129 Gallaher Street Huntington, WV 25705. Applications MUST be completed in full with valid information or it will not be accepted.

Probationary Emergency Telecommunicator
Cabell County 911 – Huntington, WV

Position Title: Telecommunicator
Classification: Operations

Starting Pay: \$12.07 an hour

Definition:

A CCERC Telecommunicator, formerly known as a dispatcher, is the backbone of the CCERC and is the position responsible for the delivery of prompt, professional and efficient service to both the community and client agencies. Their duties include the intake of emergency calls for services, recording appropriate information and dispatching the necessary first responders to assist the caller in their time of need. They are subject to changing and nontraditional working hours and often are required to work holidays and extended shifts.

Distinguishing Characteristics:

A Telecommunicator is an industry professional that is highly trained in dealing with people in a time of crisis and are well qualified to calm the caller down and obtain the necessary information to direct an efficient response. They are trained to evaluate and determine the resources needed and to transmit those needs via radio to the appropriate resources in a timely and succinct manner. Telecommunicators are trained and qualified to operate radio consoles for all client agencies which include fire, law enforcement, emergency medical services and home confinement personnel. Telecommunicators are among the best multitasking professionals in any industry.

Minimum Qualifications and Special Requirements: *(Some are obtained during on the job training)*

- Must have a high school education or GED
- Must be at least 18 years of age
- Must obtain minimum NIMS required training
- Must maintain West Virginia Teletype certification
- Must maintain TDD/TTY certification
- Must be able to pass background check and criminal history
- Must satisfactorily complete a probationary period
- Must obtain proficiency in all consoles within the CCERC
- Must have good customer relations skills
- Must have good telephone etiquette
- Must be dependable and prompt
- Must maintain a good attendance record with limited sick time
- Must represent the CCERC well to the public
- Must maintain good performance record and disciplinary record
- Must be available for call out by telephone

Essential Duties, Responsibilities and Skills:

- Answer 911 lines within national ring time standards
- Obtain all relevant information from caller
- Use training to calm and assist the caller
- Notify supervisory personnel if incident requires assistance
- Enter information in CAD
- Insure prompt call routing to proper consoles

Insure appropriate console operators are aware of the information
Update information as needed
Keep caller on line when situation dictates
Obtain and maintain West Virginia Teletype certification
Complete APCO Telecommunications Course
Attend all training as directed
Notify supervisor staff if training or instruction is needed
Notify Supervisor staff of equipment issues
Notify Supervisor of potential problems calls or complaints
Knowledge of CAD
Knowledge of radio operations and procedures
Knowledge of FCC rules
Knowledge of Standard Operating Procedures
Knowledge and certification in Teletype
Knowledge of all equipment necessary to perform duties
Maintains a clean and orderly workspace
Keeps a good professional relationship with fellow employees
Understand mapping software
Maintain at least 25 words per minute typing proficiency
Effective radio communications and etiquette
Effective telephone communications and etiquette
Good customer relations skills
Good hearing and vision or proper ADA accommodations
Good decision making abilities based on training and protocols
Participate in career development program
Powerphone certification in EMD, EFD and EPD

After Applications have been accepted and reviewed you will be scheduled for the testing process which includes a keyboard typing test. If you are successful in reaching a passing score you will then be scheduled for an interview where employment specific questions may be asked. The starting pay is \$12.07 an hour, paid on the 15th & 30th. An excellent benefits package is available to you once the probationary period has been completed. This position will consist of 2 weeks of Academic Classroom training then you will enter the operations room for up to 12 weeks of on the job training with an assigned Shift Supervisor.

Cabell County 911
129 Gallaher Street
Huntington, WV 25705
(304) 526-8555 office
(304) 523-0320 fax
www.ccerc911.org
@cabellcounty911 Facebook/Twitter/Instagram

For full Employment Information and Application follow the link to our website:
<http://www.ccerc911.org/#!employment/cgbd>