

**MORGAN COUNTY
COMMISSION**

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**MORGAN COUNTY
EMERGENCY MANAGEMENT / 911**

**38 Dispatch Lane
Berkeley Springs, WV 25411**

(304) 258-0305

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June 1, 2009

JOB DESCRIPTION

***SEE MINIMUM REQUIEMENTS HIGHLIGHTED IN RED BELOW**

POSITION TITLE: 911 DISPATCHER - FT

EMPLOYMENT CLASSIFICATION: Full Time – 40 work hours per County workweek (Saturday-00:00 Hours thru Friday-23:59 Hours)

DEPARTMENT: Morgan County Commission

PRIMARY EMPLOYMENT LOCATION: Morgan County E911 Public Safety Answering Point (PSAP), 38 Dispatch Lane, Berkeley Springs, WV 25411

CHAIN OF COMMAND: County Commission → County Administrator → Emergency Management / 911 Director → Deputy Emergency Management / 911 Director → Assistant Emergency Management / 911 Director → 911 Dispatcher

COMPENSATION WAGES: Initial-hire dispatchers are paid under the County pay scale column A for at least six-(6) months. The Column A starting pay rate effective July 1, 2009 = \$9.76 per hour actually worked (this is *not* a salaried position). After at least six-(6) months of satisfactory employment, dispatchers advance to the County pay scale column C at the beginning of a new County fiscal year (July 1st). The County column C pay rate effective July 1, 2009 = \$10.55 per hour actually worked. Satisfactory employment of less than six-(6) months by the July 1st new fiscal year beginning date is compensated at the new fiscal year's column A pay scale hourly rate, which usually increases, but annual increases cannot be guaranteed by the County Commission for any given year. Once an employee advances to the County pay scale column C, then their base hourly pay rate is calculated by their years of service for satisfactory employment.

Hours actually worked in excess of 40 per workweek are paid at the overtime rate of 1½ times the employee's base hourly pay rate. Holiday hours are not included in the overtime calculation

unless actually worked. If a full time hourly employee works an official County-authorized holiday, then that full time employee is paid eight–(8) hours for the holiday plus the number of hours actually worked during the holiday at the employee’s base hourly pay rate, unless part, or all, of the hours actually worked during the holiday provide a total accumulation of over 40 hours for the workweek. When an hourly employee reaches the 40th hour actually worked during a County workweek, then any additional hours, or part hours, above the 40th hour actually worked are compensated at the overtime rate of 1½ times the employee’s base pay rate, even if the overtime hours are during a holiday. If a full time hourly employee does not work during a holiday, then the employee is compensated a total of eight–(8) hours at the employee’s base hourly pay rate. Vacation and sick leave hours are not included in overtime calculations, ever, and are compensated at the full time employee’s base hourly pay rate

COMPENSATION BENEFITS PACKAGE: All full time employees are eligible for the County benefits package including health & dental insurance (premium costs: County share 75% - employee share 25%), WV Retirement System (County share 10.5% - employee share 4.5%), life insurance, vacation (increases with years of service), sick leave (1½ days per month), Section 529 pretax savings plan (voluntary – similar to a 401(k) plan, but for government employees – no employer match), AFLAC supplemental insurances (voluntary – various types).

WORK SCHEDULE: *All 911 PSAP and emergency management employees’ work schedules may be modified at any time to any hours, directly by the EM/911 Director, or through the Director’s authorized designee(s).* Since the 911 PSAP operations are 24 hours-per-day/7 days-per-week, normal work schedules are eight-(8) hour work shifts of 00:00–08:00, 06:00–14:00, 08:00–16:00, 14:00–22:00, 16:00–24:00 and 22:00–06:00 hours. This position will usually be scheduled as one of the on-duty 911 dispatchers, and will usually operate on one of these six shifts even if not performing 911 dispatching duties. Normal days-off-duty are calculated on a rotating seven–(7) week schedule that rotates off days in an orderly manner for each dispatcher. The rotating schedule requires employees to work all, or part, of most weekends during the seven–(7) week rotation cycle. If an employee needs a specific day off, then they can utilize their vacation time unless no other employees are available to maintain the minimum staffing requirements. Most of the work weeks have two off days paired together that varies (rotates) the days of the week off, and a couple of work weeks have three days off clustered together during the seven–(7) week 911 dispatcher schedule rotation. Emergency management requirements during disasters or emergencies might require temporarily modifying work schedules to twelve–(12) hour shifts to staff the Emergency Operations Center (EOC) and/or 911 PSAP.

The full time 911 Dispatcher position requires forty-(40) hours per County workweek in the Emergency Communications Center, or attending meetings or training at other locations authorized by the EM/911 Director, Deputy EM/911 Director, or Assistant EM/911 Director. Dispatchers might also be required to attend various meetings with associated customer agencies such as the EMS, fire service, and law enforcement. Many of these meetings occur in the evenings, such as the Morgan County West Virginia Volunteer Emergency Association and LEPC.

The Assistant EM/911 Director, Deputy EM/911 Director, and/or EM/911 Director will coordinate work schedules to provide the most efficient management of the E-911 operation, emergency management, and all related operations and responsibilities.

Dispatchers might be required to work fill-in dispatcher shifts in the event that other dispatchers are not available for scheduling, or unscheduled dispatcher callouts from their previously scheduled shifts.

MINIMUM REQUIREMENTS

AGE: Employees must be at least 18 years old and must attach written proof of age to the application.

BACKGROUND CHECK: Employee's must submit to, and pass, a security background check that meets all local, State and Federal requirements, and maintain a good status during their employment. All required additional information documents must be promptly submitted when requested.

DRIVER'S LICENSE: Possession of a valid passenger vehicle class operator's driving license with a good driving record is required, and a driver's license photocopy must be attached to the application. A Commercial Driver's License (CDL) is desired to operate larger vehicles such as cargo trucks, fire equipment, etc.

EDUCATION: A valid high school diploma or GED equivalent is required, and a copy of the diploma or other written proof must be attached to the application. Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in fire science, fire protection engineering, emergency management, or other public safety area is desirable. An Associate Arts or Bachelors Degree in a related field is preferred, but not mandatory. Additional specialized education relating to, or training certifications of, topics such as a nationally-recognized (APCO) 40-hour general telecommunicator course, typing skills, Emergency Medical Dispatching (EMD), Emergency Fire Dispatching (EFD), Emergency Police Dispatching (EPD), Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Access, Microsoft XP operating system, CorelDraw, ESRI ArcView GIS, Microsoft Explorer Internet, Microsoft Outlook, Mozilla Firefox, Adobe Acrobat, InterAct CAD, Zetron Radio Systems, Zetron Telephone Systems, Train-the-trainer courses of these various types of courses and topics, radio communication systems, communications equipment maintenance, National Incident Management System (NIMS), FEMA National Flood Insurance Program (NFIP), FEMA Hazard Mitigation Planning, Emergency Operations Center (EOC) management and operations, Local Emergency Planning Committee (LEPC), Emergency Operations Plans (EOP's), and the West Virginia State Addressing & Mapping Board (SAMB) system is also desired.

WORKING CONDITIONS: Availability for evenings, nights, weekends, and holidays on a typical scheduled basis, and also mandatory call-backs when deemed necessary, is required.

Work in an office environment and sustained posture in a seated position for prolonged periods of time is required. Ability to travel to different sites for meetings, training, and other work tasks is also required. Performance of physical work activities outside of an office environment, such as disaster response assessments and recovery operations is also required. Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to effectively and proficiently read, write, talk, see, hear, smell, and handle or feel objects and controls. Physical capability to effectively

use and operate various items of office related equipment, such as, but not limited to, a personal computer, calculator, copier, and fax machine. Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, lifting, pushing, and pulling is required. Ability to perform various functions under emergency and highly stressful conditions including moderate to severe weather and atmospheric conditions, disasters, etc. is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

EXPERIENCE: Experience as an EMS/Fire/Police dispatcher is desired. Experience of emergency management functions and operations is also desired. Actual experience of EMS, fire, and law enforcement services is also beneficial.

KNOWLEDGE OF: *Geography of Morgan County and surrounding jurisdictions*. Fluent comprehension, and verbal communication, of additional languages such as Spanish, in addition to English, is desirable. Principles of leadership, coaching, mentoring, training and performance evaluation; Emergency communications broadcasting procedures, rules and regulations; Organization, procedures and operating details of the emergency communications function; Basic laws and procedures relating to EMS, fire, and law enforcement field operations; Principles of budgeting and expenditure monitoring; Projects management; Technical information and methods for conducting research and preparing reports; Computer Aided Dispatch (CAD) systems and related hardware; Operational and technical issues which affect the public safety communications environment. Extensive knowledge of local, state and federal laws and regulations relating to civil defense and emergency preparedness; Knowledge of the principles of emergency program planning and coordination;

- **Telecommunications** -- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- **Public Safety and Security** -- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Law and Government** -- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **English Language** -- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Clerical** -- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Computers and Electronics** -- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- **Administration and Management** -- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership

technique, production methods, and coordination of people and resources.

- **Communications and Media** -- Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- **Education and Training** -- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

ABILITY TO: Work under pressure, multitask, exercise good judgment, and make sound decisions in daily and emergency situations; Plan, organize, and coordinate the work and activity of a public safety communications center; Perform problem-solving to provide solutions to problems that impact the efficiency and effectiveness of the communications center; Establish and maintain effective relationships with communications team members, including the members of the supervisory team; Establish and model performance standards and values that are consistent with, and promote, community-oriented policing and problem-solving and a high standard of customer service; Speak publicly with effectiveness and poise; Value change and cultural diversity in an operational environment. Operate an office computer and a variety of word processing, spreadsheet, and other various software applications; Ability to gather and utilize appropriate resources in the event of an emergency or local disaster; Ability to establish and maintain effective working relationships with other agencies;

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand. **Dispatchers must be able to effectively speak in English, at a minimum.**
- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Inductive Reasoning -- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Speech Recognition -- The ability to identify and understand the speech of another person.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Near Vision -- The ability to see details at close range (within a few feet of the observer).
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.

- Deductive Reasoning -- The ability to apply general rules to specific problems to produce answers that make sense.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking -- Talking to others to convey information effectively.
- Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension -- Understanding written sentences and paragraphs in work related documents.
- Judgment and Decision Making -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Active Learning -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Coordination -- Adjusting actions in relation to others' actions.
- Writing -- Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation -- Actively looking for ways to help people.
- Social Perceptiveness -- Being aware of others' reactions and understanding why they react as they do.

DEFINITION: Reports to the Assistant EM/911 Director, under the policy direction of the Deputy EM/911 Director, EM/911 Director, Morgan County Administrator, and the Morgan County Commission. Dispatchers perform emergency communications, non-emergency communications, administrative, and other related types of work, as required, as a team member with the Director, Deputy Director, Assistant Director, and/or other personnel, or by oneself in some situations. The primary responsibility of a dispatcher is to receive Requests-For-Service from the public or emergency and non-emergency agencies, and efficiently process and forward those requests to the appropriate emergency and/or non-emergencies agencies.

DISTINGUISHING CHARACTERISTICS: Dispatchers are civilians who are responsible for the efficient operation of the Emergency Communications Center and related operations such as the Addressing Department, and Emergency-Management-related functions and operations. Dispatchers must be highly self motivated, and provide consistent, strong initiative to achieve and consistently maintain “highly professional and efficient” 911, emergency management, and related operations. Under the guidelines, policies and practices of the County Commission, County Administrator, EM/911 Director, Deputy EM/911 Director, and the Assistant EM/911 Director, dispatchers perform the resolution of the day-to-day issues and problems, and are responsible for instilling a strong customer service orientation in the communications center, emergency operations center, and all related operations of responsibility. 911 dispatching is a serious profession dealing with life and death, not just an ordinary job. The safety and welfare of the public are vital responsibilities of 911 dispatchers.

IMPORTANT AND ESSENTIAL DUTIES INCLUDE, BUT ARE NOT LIMITED TO:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position.)

- **Performs all duties as assigned by the Deputy EM/911 Director, EM/911 Director, County Administrator, and/or County Commission.**
- Answers all telephone calls promptly and courteously.
- Makes rapid and accurate determination of the nature of each call and the degree, severity, and location of any emergency.
- Refers non-emergency callers to the appropriate agency or other resource.
- Questions emergency callers to elicit complete and accurate information necessary for emergency response and creates appropriate incident card or CAD event.
- Selects emergency response units in exact accordance with established user agency policies and procedures.
- Properly alerts a response unit(s) in exact accordance with user agency policies and procedures.
- Maintains current status on all field units.
- Closely monitors any situation presenting a potential danger to the life or safety of field personnel and takes immediate action to dispatch assistance as required.
- Maintains radio contact with field units and enforces proper channel control, discipline, and courtesy.
- Maintains records and logs reflecting the outcome and details of emergency incidents.
- Participates in periodic training and evaluation activities to establish and maintain a high level of proficiency.
- Assists in providing in-service training to, and evaluation of, Public Safety Dispatch trainees.
- Completes special projects to enhance the overall environment as assigned by a Supervising Public Safety Dispatcher, or other management personnel.
- Enter, update, and retrieve information from teletype networks and computerized data systems regarding such things as wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Scan status charts and computer screens, and contact emergency response field units in order to determine emergency units available for dispatch.
- Relay information and messages to and from emergency sites, to law enforcement agencies, and to all other individuals or groups requiring notification.
- Receive incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information and after hours calls for various agencies and departments.
- Maintain access to, and security of, highly sensitive materials.
- Observe alarm registers and scan maps in order to determine whether a specific emergency is in the dispatch service area.
- Maintain files of information relating to emergency calls such as personnel rosters, and emergency call-out and pager files.
- Monitor various radio frequencies such as those used by public works departments, school security, and civil defense in order to keep apprised of developing situations.
- Learn material and pass required tests for certification.

- Read and effectively interpret small-scale maps and information from a computer screen in order to determine locations and provide directions.
- Answer routine inquiries, and refer calls not requiring dispatches to appropriate departments and agencies.
- Provide emergency medical instructions to callers.
- Monitor alarm systems to detect emergencies such as fires and illegal entry into establishments.
- Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures.
- Record details of calls, dispatches, and messages.
- Question callers to determine their locations, and the nature of their problems in order to determine type of response needed.
- Test and adjust communication and alarm systems, and report malfunctions to maintenance units.
- Operate and maintain mobile dispatch vehicles and equipment.
- **Getting Information** -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Performing for or Working Directly with the Public** -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Interacting With Computers** -- Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Documenting/Recording Information** -- Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Identifying Objects, Actions, and Events** -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Assisting and Caring for Others** -- Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- **Processing Information** -- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- **Updating and Using Relevant Knowledge** -- Keeping up-to-date technically and applying new knowledge to your job.
- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- **Performs other duties as assigned.**