



## METRO 911 TELECOMMUNICATOR

### JOB DESCRIPTION

#### GENERAL DESCRIPTION

A telecommunicator takes emergency and non-emergency calls and dispatches public safety personnel for law enforcement, fire services and emergency medical services.

#### ESSENTIAL JOB FUNCTIONS

The following duty and responsibility statements are illustrative of the essential functions of this position and do not include other marginal duties that may be required. The Director and or his/her designee have the right to change the duties and functions of this position at any time.

- Must be available to work any and all shifts, including dayshift, nightshift and overtime, on both a mandatory and voluntary basis.
- Complete and maintain all testing, training and certifications as required by Metro 911.
- Receive and transmit telephone and radio emergency calls, as well as non-emergency calls/complaints/inquiries from the public.
- Operate two-way radios, multi-line phone and teletype systems, computers and other complex equipment to quickly and correctly access information and respond to requests from law enforcement, fire and EMS.
- Evaluate and prioritize calls based on urgency.
- React quickly and correctly to emergency situations.
- Operate computer systems including computer aided dispatch (CAD) with mapping.
- Apply detailed procedures and policies from both structured situations, such as emergency medical dispatch (EMD), and in non-routine situations that require independent judgement, critical thinking and application of varied procedures and policies.
- In an extreme emergency the telecommunicator may not be able to leave their position for an extended period of time.

#### POSITION REQUIREMENTS/PREFERENCES

- EDUCATION:** Required – High School Diploma or Equivalent
- EXPERIENCE:** Preferred – Some Experience
- DOCUMENTS:** Required with Application – Copies of the following:
1. High School Diploma/Equivalent or College Diploma
  2. Transcript of Grades (High School or College)
  3. Birth Certificate
  4. Completed Waiver for Pre-Employment Screening

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Some knowledge of geographical streets, buildings and jurisdictional boundaries in Kanawha County.
- Skill operating all software and hardware related to performance of duties.
- Ability to communicate effectively with staff, citizens and other agencies in order to give and receive information in a courteous and professional manner.
- Some knowledge of police, fire and EMS professions as they relate to communications.
- Some knowledge of Metro 911 and operating procedures.
- Ability to maintain confidentiality on all emergency and police matters.
- Ability to establish and maintain effective working relationships with co-workers, superiors, agencies, government entities and the public.
- Ability to deal courteously and firmly with the general public.
- Ability to multi-task in a fast paced environment.

**ADDITIONAL REQUIREMENTS:**

- Subject to a complete criminal history background check with accepting results.
- Subject to random drug tests, including pre-employment.

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**PAY/BENEFITS**

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**PAY:**                   Entry – \$29,900+  
                              Complete All Training – \$32,700+  
                              Yearly Longevity Raises

**BENEFITS:**           Metro 911 offers a variety of benefits, including:

- Life Insurance
- Health Insurance
- Supplemental Insurance (optional)
- Retirement
- Flexible Spending Account (optional)
- Paid Leave