



KANAWHA COUNTY
POLICE | FIRE | EMS

Metro Emergency Operations Center
of Kanawha County

200 Peyton Way, Charleston, WV 25309

304.746.7911 ph
304.746.7914 fax

www.metro911.org

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 emergency medical services (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 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 his/her position for an extended period of time.

POSITION REQUIREMENTS/PREFERENCES

EDUCATION: Required – High School Diploma or Equivalent

EXPERIENCE: Preferred – Some Experience

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- 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 coworkers, 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

PAY/BENEFITS

PAY: Entry – \$33,000
Complete All Training – \$35,500
Yearly Longevity Raises

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

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