



EMERGENCY MANAGEMENT

PUTNAM COUNTY 911 / EMERGENCY MANAGEMENT

100 Emergency Lane
Winfield, WV 25213
putnamemergency.com

Phone: 304-586-5370 • Fax 304-586-0225

911 Telecommunicator

Reports to: 911 Shift Supervisor

Starting Hourly: \$21.00

(Pay raise after one year and completion of all required training)

DEFINITION:

The Telecommunicator, formerly known as a dispatcher, serves as the backbone of the Putnam County 911 Center, responsible for delivering prompt, professional, and efficient service to both the community and responsible agencies. Telecommunicators are the first point of contact for individuals in times of crisis, handling emergency calls for services, recording pertinent information, and dispatching necessary first responders to assist callers in their time of need. They are subject to changing and nontraditional working hours, often required to work dayshifts, nightshifts, holidays and extended shifts.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job responsibilities herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered incidental in the performing of their duties just as though they were written out in this job description.

- 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 Putnam County 911.
- React quickly and correctly to emergency situations.
- Answer 911 lines within national ring time standards: Promptly respond to incoming emergency calls within established timeframes to ensure timely assistance to callers in distress.
- Obtain and verify all relevant information from caller: Gather accurate and detailed information from callers regarding the nature of the emergency, location, and any other pertinent details necessary for an appropriate response.
- Use training to calm and assist the caller: Utilize training and communication skills to provide reassurance, calmness, and guidance to callers during high-stress situations.

- Notify supervisory personnel if incident requires assistance: Identify situations that require additional support or resources and promptly notify supervisory staff for further assistance or guidance.
- Enter information in CAD: Enter gathered information accurately into the Computer-Aided Dispatch (CAD) system to initiate appropriate response procedures.
- Insure prompt call routing to proper consoles: Ensure that emergency calls are routed promptly to the appropriate consoles for dispatching necessary first responders.
- Ensure appropriate console operators are aware of the information: Communicate relevant information effectively to console operators to facilitate an efficient and coordinated response.
- Update information as needed: Continuously update and maintain information in the CAD system as the situation evolves or new details become available.
- Keep caller online when situation dictates: Keep callers on the line as necessary to gather additional information or provide instructions until help arrives.
- Obtain and maintain West Virginia Teletype certification: Maintain certification in West Virginia Teletype to effectively communicate emergency information to relevant agencies.
- Complete APCO Telecommunications Course: Successfully complete the APCO Telecommunications Course to enhance skills and knowledge relevant to the role.
- Attend all training as directed: Participate in all required training sessions and courses to maintain proficiency and stay updated on industry standards and best practices.
- Notify supervisory staff if training or instruction is needed: Communicate any training needs or areas requiring additional instruction to supervisory staff for appropriate action.
- Notify supervisory staff of equipment issues: Report any equipment malfunctions or issues promptly to supervisory staff for resolution to ensure uninterrupted service.
- Notify supervisory of potential problems calls or complaints: Inform supervisory staff of any potential problems, concerns, or complaints regarding calls or service delivery for appropriate follow-up and resolution.

These essential duties and responsibilities highlight the critical role of a Telecommunicator in ensuring prompt and effective response to emergency situations while maintaining professionalism, accuracy, and adherence to established protocols.

MINIMUM QUALIFIACATIONS:

- High school education or GED.
- At least 18 years of age.
- Pass background check and criminal history.
- Pass Drug screening.
- Review our website (<https://putnamcountywv.gov/emergency-management/career-information/>) for pre-hire testing and probationary requirements.

ONGOING QUALIFICATIONS:

- Must maintain successful employee evaluations.
- Must maintain APCO PST 1, APCO EMD, APCO Communications Center Supervisor, APCO Certified Training Officer, and WEAPON certifications.
- Completion of minimum NIMS required training.
- Successful completion of probationary period and training academy.
- If the employee does not maintain the above, they may be dismissed.

Desired Skills and Abilities:

- Experience in 911 or emergency services.
- Ability to maintain at least 25 words per minute typing proficiency.
- Effective communication skills, both over the radio and telephone.
- Knowledge of CAD system and radio operations.
- Good decision-making abilities based on training and protocols.
- Ability to communicate effectively with staff, citizens, and other agencies in order to give and receive information in a courteous and professional manner.
- Knowledge of geographical streets, buildings, and jurisdictional boundaries in Putnam County.
- Ability to maintain confidentiality on all matters.
- Knowledge of, or ability to quickly become familiar with, departmental operations of the assigned area.
- Exercise sound judgement in situations with a high consequence of error.
- Skill to read, comprehend and interpret a broad range of complex written materials.

The Telecommunicator position at the Putnam County 911 Center offers an opportunity to make a meaningful impact on the community by providing crucial assistance during emergencies. If you possess the necessary qualifications and are committed to serving others, we encourage you to apply.