

Pendleton
County
911



Employment Application

Pendleton 911 Telecommunicator Job Description

GENERAL REQUIREMENTS

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

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, evening shift, nightshift, and overtime on both a mandatory and volunteer basis.
- Complete and maintain all testing, training and certifications as required by Pendleton 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 system, 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

EDUCATION: Required – High School Diploma or Equivalent

AGE: Must be 18 years of age on day of application

EXPERIENCE: Preferred – some experience

DOCUMENTS: Required with Application – copies of the following

1. High School Diploma/Equivalent or College Diploma
2. Birth Certificate

KNOWLEDGE, SKILLS AND ABILITIES

- Some knowledge of geography of Pendleton County – streets, buildings, points of interest, etc.
- Some knowledge of fire/ems coverage areas
- Skilled at 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
- 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.

MANDATORY REQUIREMENTS FOR ENTRY LEVEL POSITION

- Must hold and retain CPR certification (may be American Heart Association or Red Cross)
- Must complete APCO Basic Telecommunicator Course within one year from date of employment and maintain certification to remain employed.
- Must complete APCO Emergency Medical Dispatcher (EMS) Course within one year from date of employment and maintain certification to remain employed.

APCO EMD CERTIFICATION/RECERTIFICATION CRITERIA

APCO WILL NOT CERTIFY OR RECERTIFY FOR ANY OF THE FOLLOWING CAUSES;

- Habitual or excessive use or addiction to narcotics or dangerous drugs; or conviction of any offense relating to the use, sale, possession or transportation of narcotics, dangerous drugs or controlled substances.
- Habitual or excessive use of, or addiction to alcoholic beverages or being under the influence of alcoholic beverages or controlled substances while on call or on duty as an EMD or as any other EMS profession.
- Conviction of driving under the influence of alcohol or controlled substances.
- Fraud or deceit in applying for or obtaining any certification.
- Fraud, deceit, incompetence, patient abuse, theft or dishonesty in the performance of duties and practice as an EMD or any other EMS profession.
- Involvement in the unauthorized use or removal of narcotics, supplies or equipment from any emergency vehicle, agency or health care facility.
- Performing procedures or skills beyond the level of certification.
- Violation of laws pertaining to medical practice and medication.
- Conviction or commission of a crime involving moral turpitude. Crimes that involve moral turpitude include murder, rape, domestic violence, prostitution, fraud, theft, receipt of stolen property, blackmail, malicious destruction of property, arson, bribery and perjury among others
- The entering of a plea of guilty or the finding of guilt by jury or court of a crime involving moral turpitude.
- Mental incompetence as determined by a court of competent jurisdiction.
- For good cause, including conduct that is unethical, immoral or dishonorable.

ADDITIONAL REQUIREMENTS

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

WORKING RELATIONSHIPS

Relationships are typically with the general public or outside agencies on specialized matters that may include handling difficult relationships or solving minor difficulties.

WORKING CONDITIONS

Requires long periods of sitting, adjusting to changing shifts and days off, exposure to a stressful environment, including a tobacco free environment with little chance of breaks.

SKILLS AND ABILITIES

SKILLS

- Skilled at keyboarding.
- Working knowledge of business English, spelling and grammar.
- Skilled in basic map reading.
- Skilled in reading and understand complex technical document in English, such as laws, ordinances, procedures, technical manuals, training manuals, computer printouts and public safety reports.
- Skilled in observing, remembering and recording facts and details such as those contained in oral and written directives, radio communications and telephone communications.

- Skilled in organizing and analyzing a variety of information and applying knowledge, which is learned after employment to in order to decide on an appropriate and reasonable course of action.
- Skilled in exercising tact, self-restraint, judgment and strategy in dealing with a wide variety of people in various emotional states.

ABILITIES

- Ability to communicate effectively by radio, telephone and in person.
- Ability to gain knowledge of various communications and emergency response procedures.
- Ability to gain knowledge of the community, including facilities, highways, streets, landmarks, etc.
- Ability to accurately comprehend auditory inputs, particularly those received via telephone and radio.
- Ability to utilize eyes, ears, finger, arms and/or torso in a mobile and coordinated manner.
- Ability to react immediately and precisely to sudden stimuli
- Ability to perform duties under stress, with speed and accuracy.
- Ability to sit continuously for long periods in a tobacco free environment with minimal breaks.
- Ability to remain calm and react appropriately under stress.
- Ability to establish and maintain effective working relationships with other employees, user agency personnel and the general public.

QUALIFICATIONS/REQUIREMENTS

EDUCATION REQUIREMENTS

- Completion of high school or GED
- Willingness to establish and actively maintain a program of continuing education directed to self-improvement in the position.
- Must successfully complete and maintain American Red Cross or American Heart CPR certification within the first 6 months of employment and maintain certification.
- Must successfully complete the APCO Basic Telecommunicator course within the first 6 months of employment and maintain certification.
- Must successfully complete the APCO EMD course within the first 6 months of employment and maintain certification.

SPECIAL REQUIREMENTS

- Applicant is subject to a background investigation
- Applicant must be 18 years of age or older.

CONFIDENTIALITY REQUIREMENTS

- Employee will have access to information that must, by requirement of law, remain strictly confidential.

PHYSICAL REQUIREMENTS

- Physical skills- Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks with intermittent periods of stooping, walking and standing. There may also be some occasional lifting of objects such as books, photocopy and computer paper.
- Motor skills – Position requires minimal motor skills for activities such as: operating a personal computer and/or other office equipment and operating the radio and telephone consoles.
- Visual skills – Position requires routine reading of documents and reports; color vision is needed.
- Hearing skills - The ability to hear in the range of -20 to + 25 decibels with or without aids is necessary.

PENDLETON 911 TELECOMMUNICATOR Working Conditions Statement

The 911 Director understands that the position of Telecommunicator requires great sacrifice from the person in the position. This understanding should result in a joint effort to make working conditions at the 911 center as pleasant as humanly possible while achieving the goals of the 911 center.

The work of a Telecommunicator is considered extremely stressful. The nature of the work in combination with the working conditions, have the potential to be disruptive to the home environment. Applicants must understand and be willing and able to work under the following conditions.

- Must be willing to work any schedule which has been deemed advantageous to the 911 center;
- Must be willing to rotate days off if deemed advantageous to the 911 center;
- Must be willing to work overtime, on short notice and on regularly scheduled off days as deemed advantageous to the 911 center;
- Must understand that the scheduling requirements of the position take priority over controllable personal commitments;
- Must comply fully with all written and verbal instructions.

Every effort will be made to ensure that an employee of the 911 center is treated with dignity, respect and understanding. The purpose of the form is to ensure that you, the applicant, understand the inherent problems associated with working in the 911 center. You are urged to carefully consider your willingness to work under the aforementioned conditions.

THIS APPLICATION IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT GUARANTEE EMPLOYMENT FOR ANY SPECIFIC PERIOD OF TIME.

I, THE UNDERSIGNED, UNDERSTAND THE WORKING CONDITIONS WITHIN THE 911 CENTER AS OUTLINED ABOVE AND WISH TO BE CONSIDERED FOR THE POSITION WITH THE REALIZATION THAT THE CONDITIONS ARE NOT LIKELY TO CHANGE.

Applicant Signature

Date

Applicant Personal Information

Last Name	First Name	Middle Initial		
List any other names you have ever used:				
Current Street Address				
Current Mailing Address				
City	State	Zip		
Date of birth (MM-DD-YYYY)		Social Security Number		
Home Phone	Mobile Phone	Another Phone		
List any addresses at which you have lived in the past 10 years, including those for military service. Use back side of this sheet, if necessary, to provide a complete address history.				
From	To	Street Address	City	State/Zip
Have you ever applied for employment with us? Yes No If yes, Month & Year:				
Are you a citizen of the United States? Yes No Were you naturalized? Yes No				
Does your current employer know you have applied for a position with us? Yes No N/A				
Date available to begin work:				

Arrest History

Other than traffic citations, have you ever been arrested, convicted, charged, questioned, accused or detained for any reason by any police or security officer, police authority, either in the United States of America or in any foreign country? Yes No

Date	Charge	Agency	Location – City, County State	Disposition

Have you ever been served with a criminal subpoena or summons to court for matters other than traffic? Yes No

If yes, explain:

Have you ever been involved in any undetected crime, including the buying or selling of illicit drugs? Yes No

If yes, explain:

Does any agency currently have criminal charges pending against you for any reason? Yes No

If yes, explain:

Have you ever been discharged or asked to resign from employment or any organization? Yes No

If yes, explain:

Education

LEVEL	NAME & LOCATION	COURSE OF STUDY	NO. OF YEARS	DEGREE COMPLETED
COLLEGE				
HIGH SCHOOL				
ELEMENTARY				
OTHER				

Have you ever been suspended, expelled, or asked to leave any school for disciplinary reasons? Yes No

If yes, explain:

Special Skills, Qualifications, and Awards (Summarize special skills, qualifications, and accomplishments (including those for attendance, performance excellence and clerical skills that you wish to have considered):

Personal References
Do not list relatives or past employers
Please provide all requested information

REFERENCE 1

Name		Telephone Number	
Mailing Address			
City	State	Zip	
Relationship		Length of time acquainted	

REFERENCE 2

Name		Telephone Number	
Mailing Address			
City	State	Zip	
Relationship		Length of time acquainted	

REFERENCE 3

Name		Telephone Number	
Mailing Address			
City	State	Zip	
Relationship		Length of time acquainted	

REFERENCE 4

Name		Telephone Number	
Mailing Address			
City	State	Zip	
Relationship		Length of time acquainted	

EMPLOYMENT HISTORY

Start with present or most recent employer.

Include all positions, paid or volunteer, over the past 10 years

Company Name		May we contact this employer? Yes No	
Address			
City	State	Zip	
Supervisor		Telephone Number	
Employed (Month/Year)	From:	To:	
Job Title (of last position held)			
Job Description and Duties			
Why did you leave?			
Company Name		May we contact this employer? Yes No	
Address			
City	State	Zip	
Supervisor		Telephone Number	
Employed (Month/Year)	From:	To:	
Job Title (of last position held)			
Job Description and Duties			
Why did you leave?			

Company Name		May we contact this employer? Yes No
Address		
City	State	Zip
Supervisor		Telephone Number
Employed (Month/Year)	From:	To:
Job Title (of last position held)		
Job Description and Duties		
Why did you leave?		
Company Name		May we contact this employer? Yes No
Address		
City	State	Zip
Supervisor		Telephone Number
Employed (Month/Year)	From:	To:
Job Title (of last position held)		
Job Description and Duties		

ATTACH EXTRA SHEETS OF PAPER IF NEEDED TO COMPLETE JOB HISTORY. APPLICATIONS WITHOUT A COMPLETE 10 YEAR HISTORY WILL BE CONSIDERED INCOMPLETE AND REJECTED. IF YOUR WORK HISTORY DOES NOT GO BACK 10 YEARS, PLEASE PROVIDE WRITTEN EXPLANATION HERE:

Additional Employment Information

Have you ever been dismissed, fired or asked to resign from any employment? Yes No

If yes, explain:

Have you ever stolen any money or merchandise from any place of employment? Yes No

If yes, explain and include final disposition of all items (sold, retained for personal use, returned, etc):

Have you ever been unemployed for a period greater than six months?

If yes, explain:

Military Status

Please complete the table if you have ever served in the Air Force, Army, Coast Guard, Marine Corps, Navy, ROTC or any other military or semi-military organization. If you have never served in any capacity, write "None" in the first field under the Month/Year entered column.

Month/Year Entered	Branch/Organization	Discharge Date	Type of Discharge	Rank	Occupational Specialty

Were you ever reduced in rank in the military? Yes No

If yes, reduced from: _____ To: _____

Were you ever court-martialed? Yes No Type: Summary Special General

If court-martialed, what was the sentence you received?

Have you ever received a Captain's Mast, Company Punishment, or Article 15? Yes No

If yes, explain:

Applicant Statement

I certify that all information I have provided in order to apply for and secure work with this employer is true, complete and correct.

I expressly authorize, without reservation, the employer, its representative, employees or agents to contact and obtain information from all references (personal and professional) employers, public agents, licensing authorities and educational institutions and to otherwise verify the accuracy of all information provided by me in this application, resume or job interview. I hereby waive any and all rights and claims I may have regarding the employer, its agents, employees or representatives for seeking, gathering and using truthful and non-defamatory information, in a lawful manner, in the employment process and all other persons, corporations or organizations for furnishing such information about me.

I understand that this employer does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting any applicant from consideration for employment on any basis prohibited by applicable local, state or federal law.

I understand that this application remains current for only 90 days. At the conclusion of that time, if I have not heard from the employer and still wish to be considered for employment, it will be necessary for me to reapply and fill out a new application.

If I am hired, I understand that I am free to resign at any time, with or without cause and with or without prior notice, and the employer reserves the same right to terminate my employment, with or without cause and with or without prior notice, except as required by law. This application does not constitute an agreement or contract for employment for any specified period of definite duration. I understand that no supervisor or representative of the employer is authorized to make any assurances to the contrary and that no implied oral or written agreements contrary to the foregoing express language are valid unless they are in writing and signed by the Director.

Pendleton 911 does not tolerate unlawful discrimination in its employment practices. No question on this application is used for the purpose of limiting or excluding any applicant from consideration for employment on the basis of his or her sex, race, color, religion, national origin, citizenship, age, disability, or any other protected status under applicable federal, state or local laws. Pendleton 911 likewise does not tolerate harassment based on sex, race, color, religion, national origin, citizenship, age, disability, or any other protected status. Examples of prohibited harassment include, but are not limited to, unwelcomed physical contact, offensive gestures, unwelcome comments, jokes, epithets, threats, insults, name-calling, negative stereotyping, possession or display of derogatory pictures or graphic materials, and any other words or conduct that demean, stigmatize, intimidate, or single out a person because of his/her membership in a protected category. Harassment of our employees is strictly prohibited. Pendleton 911 takes all complaints of harassment seriously and all complaints will be investigated promptly and thoroughly.

I understand that any information provided by me that is found to be false, incomplete or misrepresented in any respect will be sufficient cause (i) to eliminate me from further consideration for employment, or (ii) may result in my immediate discharge from the employer's service, whenever it is discovered.

DO NOT SIGN UNTIL YOU HAVE READ THE ABOVE APPLICANT STATEMENT.

I certify that I have read, fully understand and accept all terms of the foregoing Applicant Statement.

Printed Name of Applicant _____

Signature of Applicant _____ Date ____ / ____ / ____

Please return the completed application to:

Karen Pitsenbarger, County Administrator
Pendleton County Court House
10 S Main St. – Franklin, WV 26807

or mail to:

Karen Pitsenbarger, County Administrator
PO Box 187
Franklin, WV 26807.

Reference requests will be mailed to the reference contacts you have listed, so list a valid mailing address. Applications that are not filled out completely, including the mailing address **WILL NOT be considered for employment.**

To be considered for employment please include copies of the following items;

- High school diploma or GED
- Birth certificate

The beginning salary will be \$13.35 per hour.

Please note:

Pendleton 911 utilizes APCO EMD. APCO EMD certification is required for employment. APCO will not certify or recertify for any of the following causes. Please read the following carefully and if any of these apply to you then you will not be considered for employment.

- Habitual or excessive use or addiction to narcotics or dangerous drugs; or conviction of any offense relating to the use, sale, possession or transportation of narcotics, dangerous drugs or controlled substances.
- Habitual or excessive use of, or addiction to alcoholic beverages or being under the influence of alcoholic beverages or controlled substances while on call or on duty as an EMD or other EMS professional.
- Conviction of driving under the influence of alcohol or controlled substances.
- Fraud or deceit in applying for or obtaining any certification.
- Fraud, deceit, incompetence, patient abuse, theft or dishonesty in the performance of duties and practice as an EMD or other EMS professional.
- Involvement in the unauthorized use or removal of narcotics, supplies or equipment from any emergency vehicle, agency or health care facility.
- Performing procedures or skills beyond the level of certification.
- Violation of laws pertaining to medical practice and medication.
- Conviction or commission of a crime involving moral turpitude. Crimes that involve moral turpitude include murder, rape, domestic violence, prostitution, fraud, theft, receipt of stolen property, blackmail, malicious destruction of property, arson, bribery and perjury among others
- The entering of a plea of guilty or the finding of guilt by jury or court of a crime involving moral turpitude.
- Mental incompetence as determined by a court of competent jurisdiction.
- For good cause, including conduct that is unethical, immoral or dishonorable.

Thank you.