

Madison County, Virginia
Application Instructions for Emergency Communication Dispatcher
October 20, 2021

Information on Madison County, the positions, and the application procedures can be found at <https://www.madisonco.virginia.gov/>. Applications will be received until the positions are filled with the anticipated review of applications to begin on November 20, 2021.

Emergency Communication Dispatchers work out of the Madison County Sheriff's Office on Church Street in the Town of Madison.

Full-time employees are eligible for VRS retirement, employee health insurance (currently Local Choice - Anthem Blue Cross/Blue Shield), holiday and annual leave. County personnel policies can be viewed [here](#). The pay rate will depend upon the qualifications of the individuals selected.

Applicants are to complete a Madison County Emergency Communications Center employment application form package available [here](#) and return it to Madison County Employment - Brian Gordon; P.O. Box 705, Madison, VA 22727 or via email with "Madison County Employment" in the subject line in a single pdf file to bgordon@madisonco.virginia.gov. Resumes (and limited additional relevant documentation) are encouraged and will be accepted but will not be considered a substitute for a completed County application form. Applications will be reviewed on the basis of apparent qualifications. Unsigned applications will not be considered. General inquiries by the applicant via telephone or in person are discouraged.

The County will give preference to applicants that have appropriate experience and good people skills.

All applicants are expected to be qualified with applicable experience and certifications and possess a valid driver's license. All applicants must be able to pass a drug screen and criminal background investigation.

Emergency Communications Dispatcher

Dept/Div: Emergency Communications/N/A

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate skilled human support work receiving and dispatching law enforcement, fire, and medical service calls, receiving and processing non-emergency service calls, assisting public with informational requests, and related work as apparent or assigned on a 24/7/365 basis, including holidays and weekends. Work is performed under the limited supervision of the Director of Emergency Communications.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Receives, classifies, and processes all emergency and non-emergency incoming calls via telephone, radio, and teletype messages for service.

Provides necessary information to those needing assistance including the public, law enforcement personnel, animal control, etc.; responds to citizen complaints; dispatches calls to appropriate public safety entity.

Enters information into the computer-aided dispatch (CAD) system.

Performs computer related data entry, recording keeping, Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC) updates and request, etc.; runs criminal histories and vehicle registration checks when requested; maintains logs of time and location of call and when service has been completed.

Monitors incident and officer activity; evaluates and responds to requests for other agencies or additional resources to ensure scene safety to the extent possible.

Attends routine and special training to maintain best practice readiness to perform dispatch duties.

Prepares incident reports and call records.

Knowledge, Skills and Abilities

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings and landmarks; ability to operate computer-aided dispatch (CAD) and related communications equipment, hardware, software, and networks; ability to type and enter data at a reasonable rate of speed; ability to listen and communicate effectively through clear speech and hearing; ability to solve problems within scope of responsibility; ability to acquire and relay information accurately; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates, public safety command officers, and the general public.

Education and Experience

High school diploma or GED, or equivalent combination of education and experience.

Physical Requirements

This work is sedentary and requires little to no exertion of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Obtain Emergency Medical Dispatch (EMD) certification within six months of hire.

Successfully complete the Basic Dispatch School within one year of hire.

Obtain Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC) within one year of hire.
Must meet and maintain all training and education requirements for position.
Valid driver's license in the Commonwealth of Virginia.

Last Revised: October 1, 2019