

**CITY OF HARRISONBURG**  
invites applications for the position of:

# 911 Emergency Communicator

An Equal Opportunity Employer

**SALARY:**

<u>Hourly</u>	<u>Biweekly</u>	<u>Monthly</u>	<u>Annually</u>
\$17.24 - \$19.83	\$1,379.20 - \$1,586.40	\$2,988.27 - \$3,437.20	\$35,859.20 - \$41,246.40

**OPENING DATE:** 03/07/22

**CLOSING DATE:** 04/18/22 05:00 PM

**DESCRIPTION:**



Do you want to give back to your community and know your job has a direct impact in the local community? Have you ever thought about becoming a 911 Emergency Communicator? Consider applying for a career with the Harrisonburg-Rockingham Emergency Communications Center (HRECC). We are currently accepting applications and recruiting qualified candidates for current full-time openings and will create a hiring list for future full-time openings. Become a part of the HRECC team and be the vital link between the public needing assistance and the emergency service responder in the field!

Full-time 911 Emergency Communicators have a full-time preferred hiring range from \$17.24 - \$19.83 per hour (equivalent to \$35,859.20 - \$41,246.40 annually). Based upon years and type of experience, candidates with previous emergency communications experience may be considered for a competitive offer higher than the preferred hiring rate listed above. Promotional opportunities and salary enhancements may be available within the first year of employment. The HRECC offers paid, on-the-job training for qualified candidates in our CALEA-accredited facility.

Daily tasks may include, but are not limited to:

- Receiving law enforcement, fire, EMS and other related services requests and calls.
- Operating radio, telephone, recording devices and computer terminals.
- Dispatching police, fire, EMS, and other emergency service personnel where needed.
- Receiving and forwarding service requests, complaints and other calls.
- Receiving and transmitting messages by radio.
- Operating telecomputer terminals.
- Preparing and maintaining public safety computer records.

The ideal candidates for this position will have the ability to speak distinctly; enter data accurately and quickly into computer terminals; and deal courteously with the public under stressful conditions. Knowledge of the geography of the City and County preferred.

**Minimum Requirements:**

- By date of hire:
  - High school diploma or GED and minimal experience in general clerical work including basic computer knowledge, or an equivalent combination of education and experience.
  - At least 18 years of age.
- This position is classified as essential and requires availability to work 12-hour shifts, including nights, weekends, holidays, and during inclement weather, based upon shift assignment and business needs. Communicators are assigned to day shift (6:45 AM – 6:45 PM) or night shift (6:45 PM – 6:45 AM), based upon availability and other factors at completion of training. Schedules are created on a 2-week basis and employees work Monday, Tuesday, Friday, Saturday, Sunday, Wednesday, Thursday in that 2 week period. The schedule then repeats itself for the next 2 week period.
- Current possession of or ability to obtain within twelve (12) months of hire date: VCIN Level B Operator Certification, DCJS Basic Communicator Certification, PowerPhone Total Response Certification, and CPR Certification.
- [Click here to view the physical requirements for this position.](#)

**Automatic Disqualifiers for Employment at the HRECC per State Regulations\*:**

- Felony conviction;
- Conviction of Class 1 or 2 misdemeanor, excluding those set forth in Title 46.2 of the Code of Virginia;
- Two or more D.U.I. offenses;
- Crimes characterized as involving moral turpitude (i.e., lying, cheating, or stealing) or gross misconduct (i.e., crimes against a person and crimes involving drugs or other controlled substances); and
- Other relevant criteria to this position.

*\*Please note that the list above is not all inclusive and is subject to the State Regulations, as amended. Candidates will receive a copy of the Disqualifying Criteria with the Personal History Statement and Authorization for Release of Personal Information, as indicated in the Application Deadline section below.*

**Special Requirements:** Successful applicants for this position will be subject to a Division of Motor Vehicles (DMV) driving history query and must complete a satisfactory credit history review, criminal record check, background investigation, psychological review, medical review, and drug testing. HRECC employees are also subject to random drug/alcohol screenings.

**Application Deadline:** All candidates must complete a City of Harrisonburg online employment application, including work experience and education history in the body of the application, by 5:00 pm EST on Monday, April 18, 2022 in order to be considered for this recruitment process.

**After Human Resources has conducted an initial review of applications, candidates will receive additional information related to the following steps of this process:**

- There are two additional forms (the Personal History Statement and Authorization for Release of Personal Information) required for consideration. The additional forms must be completed and received in the Human Resources Department by 5:00pm EST on Thursday, April 28, 2022.
- Specific information regarding this recruitment's computerized testing process will be provided at the same time as the Personal History Statement and Authorization for Release of Personal Information. The computerized testing must also be completed by 5:00pm EST on Thursday, April 28, 2022.

***The City provides an excellent full-time employee benefits package including health insurance, retirement (VRS & MissionSquare), life insurance, paid leave and holidays.***

***All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, disability or veteran status.***

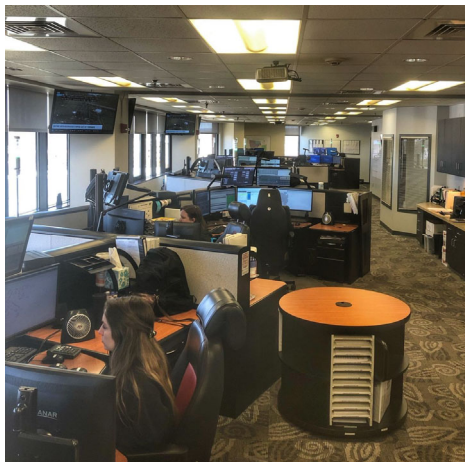
***The City of Harrisonburg & the HRECC are Equal Opportunity Employers.***

**Interested in Learning More Information about the HRECC and the vital role HRECC employees play in public safety?**

Visit our website at <http://hrecc.org/employment/>

or

check out our Facebook page at <https://www.facebook.com/HarrisonburgRockinghamECC/>



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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.harrisonburgva.gov/employment>

Job #5501 - (March 2022)  
911 EMERGENCY COMMUNICATOR  
CM

OUR OFFICE IS LOCATED AT:  
409 South Main Street  
Third Floor  
Harrisonburg, VA 22801  
540.432.8920  
540.432.7796  
[employment@harrisonburgva.gov](mailto:employment@harrisonburgva.gov)

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