

Full Time Communications Officer

Sheriff's Office / Joint 911 Dispatch Center

Madison County is continuously accepting applications for the position of Emergency Communications Officer to work in the Sheriff's Office/Joint 911 Dispatch Center. Under general supervision, this position answers emergency and non-emergency calls, transfer calls to proper agencies, dispatch Law Enforcement, Fire & EMS using computer aided dispatching systems, radio, and telephone. Emergency communications is a 24 hour, 365 a year operation.

The 911 Center consists of 12 full time dispatchers with 2 full time supervisors. The center is open 24 hours a day, 365 days a year and receives emergency calls for Law Enforcement, Fire and Emergency Medical Services. The Center also accepts non-emergency calls on administrative phone lines. The 911 Center has the most current technology for receiving 911, radio communications, mapping and computer assisted dispatching. Each Communications Officer is trained and certified by the Department of Criminal Justice.

Hiring for Madison County shall be performed without regard to race, color, religion, national origin, gender, age, marital status, or disability unless otherwise permitted by applicable law. Applicants hired by the County must be citizens of the United States or legally authorized to work in the United States and must have a valid Virginia Driver's License. Madison County also promotes a drug free workplace and Communications Officer's will be subject to an entry level drug test followed by random drug tests quarterly.

Madison County, Virginia
Application Instructions for Communications Dispatcher

April 27, 2022

Madison County

Madison County is continuously accepting applications for the position of Communications Officer. Information on Madison County, the position and the application procedures can be found at www.madisonco.virginia.gov/. Applications will be received until the position is filled. EOE

Following is supplementary information on the positions and application instructions for all interested individuals.

Full-time employees are eligible for VRS retirement, employee health insurance (currently Local Choice-Blue Cross/Blue Shield) benefits, and holiday and vacation/sick leave. The current Madison County Personnel Policy is available on the County website. Part-time positions are not eligible for these benefits. The hiring rate will depend upon the qualifications of the individuals selected but the anticipated to be in \$33,956.00 - \$54,046.00/yr range.

Applicants are to complete a Madison County employment application and the Authorization of Release of Information Form and return it to Director of Emergency Communications, Brian Gordon; P.O. Box 705; Madison, VA 22727 or 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

County of Madison, Virginia

An Equal Opportunity Employer

Application for Employment

Each Application Requires an Original Signature on the Application

Send this application to:

Madison County
414 N. Main St.
PO Box 705
Madison, VA 22727

Please print in ink (preferably black) or use typewriter

Number of attachments _____

Position number _____

Employees of the County of Madison and applicants for employment shall be afforded equal opportunity in all aspects of employment without regard to race, color, religion, political affiliation, national origin, disability, marital status, gender or age.

As a means of accommodation to persons with specific disabilities that prevent them from completing this application, confidential assistance in filling out this application may be obtained by calling the agency to which you are applying.

1. Position applied for _____ 2. Department _____
(one per application)

3. Full legal name _____ 5a. Home Phone () _____
Last First Middle

4. Address _____ 5b. Cell Phone () _____

_____ 6. Email _____
City State Zip

7. EDUCATION

- a. Check highest grade completed 1 2 3 4 5 6 7 8 9 10 11 12 Year Completed _____
- b. If you did not complete high school, do you have a high school equivalency diploma? Yes No Date _____
- c. Check number of years of post high school education 1 2 3 4 5 6 7

Name and Location of Institution	Hrs	Degree Received	Major or Specialty	Minor	Dates Attended
1. _____					
2. _____					
3. _____					

d. If you expect to complete an educational program in the near future, please indicate what type of degree or program and expected completion date: _____

- 8. **EXPERIENCE** — Use Supplementary Experience Form(s) for additional space. Starting with the most recent, describe ALL paid, military and applicable voluntary experience. Highlight your knowledge, skills and abilities which best demonstrate your qualifications for this position. You may list significantly different jobs within the same organization as separate items. May we contact your present supervisor? Yes No

a. **Job Title** _____ **Duties:** _____

Employer _____

Address _____

_____ Phone _____

Type of business _____

Immediate supervisor _____

Title _____ Number and titles of employees you supervised _____

Salary (start) _____ (finish) _____ Equipment used _____

Dates (mo/yr) _____ to (mo/yr) _____ Reason for leaving _____

Full-time Part-time Hours/week _____ Your name if different from present _____

b. **Job Title** _____ **Duties:** _____

Employer _____

Address _____

_____ Phone _____

Type of business _____

Immediate supervisor _____

Title _____ Number and titles of employees you supervised _____

Salary (start) _____ (finish) _____ Equipment used _____

Dates (mo/yr) _____ to (mo/yr) _____ Reason for leaving _____

Full-time Part-time Hours/week _____ Your name if different from present _____

c. **Job Title** _____ **Duties:** _____
 Employer _____
 Address _____
 _____ Phone _____
 Type of business _____
 Immediate supervisor _____
 Title _____ Number and titles of employees you supervised _____
 Salary (start) _____ (finish) _____ Equipment used _____
 Dates (mo/yr) _____ to (mo/yr) _____ Reason for leaving _____
 Full-time Part-time Hours/week _____ Your name if different from present _____

d. Use this space for any additional information you think would help us evaluate your application, including training, seminars, workshops, and special achievements or specialized skills: _____

e. Automated word processing (specify equipment) _____
 Typing speed _____ words per minute. Shorthand speed _____ words per minute

f. License (to include driver's), certificate or other authorization to practice a trade or profession.
 Type License Number Granted by (licensing board)

9. **REFERENCES**

List names, addresses and relationships of three persons not related to you who know your qualifications:

Name	Address	Phone	Relationship

10. **MISCELLANEOUS**

a. Check which shift you will accept: Day Evening Night Rotating Weekends Specify shift hours _____
 b. Check which job status you would accept: Full-time Part-time (specify) _____
 c. Check which employment status you'd accept: Salaried (benefits) Hourly (No benefits) Part-time (No benefits)
 d. Are you willing to accept employment which requires you to travel? No Yes. If yes, During the day only, Occasionally overnight, Frequently overnight.
 e. For purposes of compliance with The Immigration Reform and Control Act, are you legally eligible for employment in the United States? Yes No. Under the Immigration Reform and Control Act of 1986, you will be required to fill out a certification verifying that you are eligible to be employed and verifying your identity. Further, you will be required to provide documentation to that effect should you be employed.
 f. Are you willing to provide your own transportation if necessary for your employment? Yes No.
 g. For purposes of compliance with Section 2.1-112 of the Code of Virginia, have you ever served in the Armed Forces of the United States during the following dates? (Check the appropriate dates): World War I--4/16/17-4/1/20; World War II--12/7/41-12/31/46; Korean Conflict--6/27/50-1/31/55; Vietnam Conflict--8/5/64-3/7/75; None of the dates shown, but I did serve in the military.
 h. Have you ever been convicted* of a crime or law enforcement violation? Yes No. Provide the following for each conviction:

Date of charge	Offense	Date of conviction	Sentence	City/County & State of Conviction
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

For additional convictions use plain paper and include the applicant's full name and all information indicated above.

*Convictions include traffic violations, speeding, driving while intoxicated, misdemeanors, felonies, Virginia juvenile adjudications for Capital Murder, First and Second Degree Murder, Lynching, or Aggravated Assaults and all other offense on the applicant's record.

11. When will you be available to start work? (No date is necessary if you are available as soon as you give two (2) weeks notice.)

Month _____ Day _____ Year _____

12. **CERTIFICATION--Each Application Requires an Original Signature on the application**

I hereby certify that all entries on both sides and attachments are true and complete, and I agree and understand that any falsification of information herein, regardless of time of discovery, may cause forfeiture on my part to any employment in the service of the County of Madison, Virginia. I understand that all information on this application is subject to verification. I also consent to references and former employers and educational institutions listed being contacted regarding this application. I further authorize the County of Madison, Virginia to rely upon and use, as it sees fit any information received from such contacts. Information contained on this application may be disseminated to other agencies, nongovernmental organizations or systems on a need-to-know basis for good cause shown as determined by the agency head or designee.

Date _____ Applicant Signature _____

Supplementary Experience Form

Name

Position Applied For

Job Title _____ **Duties:** _____
Employer _____
Address _____

_____ Phone _____
Type of business _____
Immediate supervisor _____
Title _____
Salary (start) _____ (finish) _____
Dates (mo/yr) _____ to (mo/yr) _____
Full-time Part-time Hours/week _____
Number and titles of employees you supervised _____
Equipment used _____
Reason for leaving _____
Your name if different from present _____

Job Title _____ **Duties:** _____
Employer _____
Address _____

_____ Phone _____
Type of business _____
Immediate supervisor _____
Title _____
Salary (start) _____ (finish) _____
Dates (mo/yr) _____ to (mo/yr) _____
Full-time Part-time Hours/week _____
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Job Title _____ **Duties:** _____
Employer _____
Address _____

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Job Title _____ **Duties:** _____
Employer _____
Address _____

_____ Phone _____
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Title _____
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Dates (mo/yr) _____ to (mo/yr) _____
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Job Title _____ **Duties:** _____
Employer _____
Address _____

_____ Phone _____
Type of business _____
Immediate supervisor _____
Title _____
Salary (start) _____ (finish) _____
Dates (mo/yr) _____ to (mo/yr) _____
Full-time Part-time Hours/week _____
Number and titles of employees you supervised _____
Equipment used _____
Reason for leaving _____
Your name if different from present _____

Pursuant to Federal regulations, we collect responses to the questions below for record keeping purposes. This information will NOT be kept with your application for employment. Federal law prohibits unlawful discrimination on the basis of race, color, sex, age, national origin, religion, or disability.

Check the block for the racial or ethnic group with which you identify:

- White (includes Arabian)
- Black (includes Jamaican, Bahamians and other Caribbeans of African but not Hispanic or Arabian descent)
- Hispanic (includes persons of Mexican, Puerto Rican, Central or South American or other Spanish origin or culture)
- Asian and Asian American (includes Pakistanis, Indians, and Pacific Islanders)
- American Indians (includes Alaskans)

Check the block for the highest level of education that you have completed (check only one)

- Less than 8th grade
- Completed 8th grade
- Attended high school
- High school graduate or equivalent
- Attended college and/or associate degree
- College graduate
- Attended graduate school
- Master's degree
- Graduate study beyond master's requirements
- Ph.D. or professional degree

Check the appropriate block:

- Female
- Male

Please indicate your date of birth: / /

Position applied for:

How did you find out about this employment opportunity?

- Newspaper: specify name of newspaper
- Radio/TV: specify name of Media
- VEC
- State Recruit System
- Agency Bulletin Board
- Other: Please specify

For office use only: EEO Category: _____

AUTHORIZATION FOR RELEASE OF INFORMATION

TO: ANY DOCTOR, HOSPITAL, MEDICAL ASSOCIATION, U.S. ARMED FORCES, MARITIME SERVICE, VETERANS ADMINISTRATION OR

ANY ACADEMIC DEAN, REGISTRAR, GUIDANCE COUNSELOR, OTHER AUTHORIZED PERSON AT A SCHOOL, COLLEGE, BUSINESS, TRADE OR HIGH SCHOOL OR

ANY PAST OR PRESENT EMPLOYER, CREDIT BUREAU OR RETAIL MERCHANTS ASSOCIATION, BANK, FINANCIAL INSTITUTION OR ANY OTHER CREDIT AGENCY OR ANY OTHER STATE OR FEDERAL AGENCY:

I, _____ (_____)
Name Maiden Name

Address _____
Street or Road City or Town State Zip Code

Have applied for employment with the Madison County Sheriff's Office/Joint E911 Dispatch Center, and I am aware that my entire background is to be investigated. I hereby authorize and request the release of any and all information you have concerning me (including a transcript of any academic record) to the Madison County Sheriff's Office or its agent upon presentation of this release or copy hereof.

I am further aware that this investigation may not begin or be concluded for an undetermined amount of time after the execution of this document and I authorize this document to be recognized as valid until such time as my background investigation has been completed.

Armed Forces Service or Serial Number (if any) _____

Veterans Administration Claim Number (if any) _____

Social Security Number _____

Given under my hand this _____ day of _____, 20_____.

Signature (sign before notary only)

STATE OF VIRGINIA: COUNTY/CITY OF _____

This day _____ personally appeared before me and acknowledged his/her signature of the above statement.

My commission expires on the _____ day of _____, 20_____.

Notary Public