



**FAUQUIER COUNTY**  
**HUMAN RESOURCES DEPARTMENT**  
County Government & Public Schools



320 Hospital Drive, Suite 34  
Warrenton, Virginia 20186  
(540) 422-8300 Fax: (540) 422-8316

## **Vacancy Announcement**

<b>POSITION:</b>	Emergency Communications Specialist Trainee
<b>DEPARTMENT:</b>	Sheriff's Office
<b>ANNOUNCEMENT NUMBER:</b>	SH308
<b>MINIMUM STARTING SALARY:</b>	\$30,929.60
<b>TERMS OF EMPLOYMENT:</b>	Full Time Permanent
<b>POSTING DATE:</b>	November 15, 2011
<b>APPLICATION DEADLINE:</b>	November 30, 2011

Emergency Communications work is difficult but rewarding, allowing employees to truly make a difference in the lives of fellow citizens. It involves the need for great focus and attentiveness during calls because the cost of mistakes can be serious and /or life threatening. The department is staffed 24 hours a day, 7 days a week. Mandatory overtime will be required during critical incidents or to maintain staffing levels. The job requires a combination of public service commitment and strong technical skills that can be learned on the job during the training period.

### **PRIMARY FUNCTIONS/RESPONSIBILITIES:**

- Answer phone calls on 911 phone lines and non-emergency lines for the Fauquier County Sheriff's Office Communications Division;
- Interview callers to obtain essential information and record data on incidents as they develop;
- Analyze calls for priority level of emergency response and take or recommend an effective course of action to protect life and property by applying complex police and fire policies and procedures;
- Broadcast calls for service to police/fire filed units, order services requested by field units, dispatch and/or cancel field unit back-up assistance and monitor field units for service availability;
- Operate sophisticated computer-aided dispatch radio and phone systems and accurately enter information into the computer, including brief descriptions of crimes, incidents, or other emergencies;
- Maintain composure and professionalism when dealing with hostile or frightened callers during stressful or rapidly changing situations;

- Prepare and maintain records and files – prepare reports.

### **QUALIFICATIONS:**

- High school diploma or GED;
- Ability and willingness to work any shift to which assigned;
- Ability and willingness to work assigned weekends and holidays;
- Ability to endure a limited amount of leave during 6 month training program;
- Ability to type at a minimum of 35 words per minute and operate complex computerized equipment rapidly and accurately while receiving information by telephone;
- Ability to read maps and knowledge of county geographical area, road systems, and the locations of landmarks;
- Ability to multi task is vital;
- Must be an action oriented team player who thrives on adrenaline inducing situations, who is able to reason clearly, analyze situations rapidly, follow instructions quickly and relay details accurately in order to function efficiently and calmly under pressure;
- Ability to accept constructive criticism and take responsibility for errors in order to learn and improve technique;
- Strong desire to succeed;
- Ability to speak distinctly and learn correct telephone answering techniques
- Ability to hear and distinguish between several voices at the same time while acquiring and retaining information such as names, numbers, and locations;
- Ability to follow oral and written instructions;
- Ability to wear headset;
- Ability to learn and interpret maps quickly and accurately and learn radio and other codes used in the creation of computer aided calls from dispatch;
- Ability to deal courteously with public under stressful conditions including handling irate persons and emotional situations;
- Skill in working under pressure of deadlines and establishing and maintaining cooperative working relationships with employees, officials, other agencies, and the general public;
- Ability to successfully complete in-house training academy within 6 months of employment;
- Possession of or ability to obtain and maintain NCIC/VCIN, CPR, EMD certification and Basic Dispatch certificates within one (1) year of employment;
- Must successfully complete criminal history background investigation, including fingerprinting, polygraph, and limited physical;
- Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

### **PREFERRED QUALIFICATIONS:**

- General knowledge of methods of operating communication systems, radios, and teletype procedures;
- Public service experience, volunteer or paid.

### **APPLICATION PROCESS:**

Interested applicants must submit a Fauquier County Online Application by the posted close date. Applications are available at [www.apply.fauquiercounty.gov](http://www.apply.fauquiercounty.gov)

By submitting an application for this position, the applicant is acknowledging that a background check will be performed as the first step in the screening process.

**EEO/AA/M/F/D**