

**GREENBRIER COUNTY  
EMERGENCY  
COMMUNICATIONS  
CENTER**



**APPLICATION FOR  
EMPLOYMENT**

# GREENBRIER COUNTY EMERGENCY COMMUNICATIONS CENTER

## GCECC TELECOMMUNICATOR

### Job Description

#### **Definition**

A telecommunicator performs work involved in emergency service dispatching from a centralized public safety communications center.

#### **Example of Duties**

**\*\*Note: The following list is meant only to be illustrative, not all-inclusive or restrictive.\*\***

1. Serves as the direct link between emergency response authorities and the general public.
2. Maintains communications with and between state, county, and municipal law enforcement agencies, county and municipal fire departments, emergency medical service agencies, and the Greenbrier County Emergency Management Agency.
3. Maintains secondary communication between public safety agencies and support agencies, such as wrecker services, National Weather Service, West Virginia Department of Highways, Courtesy Patrol, utility companies, city authorities and agencies, West Virginia Division of Forestry, State Parks authorities and officials, and federal law enforcement agencies.
4. Receives and records information relating to emergencies and transmits same information to responding agencies.
5. Monitors and operates a wide variety of communications and electronic equipment such as telephones, radios, WEAPONS terminal, security monitoring equipment, logged recorder information, facsimile machine, INTERNET, computers and a variety of other equipment contained within the communications center.
6. Maintains records and reports of activities, and make referral to other public agencies when necessary.
7. Maintains a safe working environment and works in very close proximity to other employees.
8. Works under times of enormous stress and hardship, including events or emergencies that may directly affect the telecommunicator and/or their families.
9. Provides pre-arrival instructions to callers with medical emergencies.
10. Performs other reasonable related duties as assigned by employees operating in a supervisory or management capacity.
11. Perform housekeeping task as necessary to ensure a hygienic and sanitary work environment, including cleaning restrooms and kitchen areas.

#### **Supervision**

Performs work under the general supervision of a telecommunication supervisor or senior telecommunicator.

#### **Working Relationships**

Relationships are typically with the general public or outside agencies dealing in specialized matters that may include handling difficult relationships or solving minor, moderate, or major difficulties.

#### **Working Conditions**

Work requires long periods of sitting, adjusting to changing schedules, exposure to extremely stressful situations and environments that may hinder abilities to take breaks.

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## **SKILLS AND ABILITIES**

### Skills

- Skilled in typing so that proficiency is at least 20 error-less words per minute.
- Skilled to transcribe handwritten or simultaneous oral communication.
- Working knowledge of business English, spelling, and grammar.
- Skilled in basic map reading.
- Skilled in reading and understanding complex technical documents such as laws, ordinances, procedures, training manuals, computer printouts, and public safety reports.
- Skilled in observing, remembering, and recording facts and details and applying selected knowledge, which is learned after employment, in order to decide on the correct course of action(s).
- 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 efficiently by radio, telephone, and in person.
- Ability to gain, and retain, knowledge dealing with a wide variety of communication and emergency response procedures.
- Ability to gain, and retain, a working knowledge of the county, including major facilities, highways, streets, and landmarks.
- Ability to gain a useful amount of knowledge dealing with the counties and areas surrounding Greenbrier County.
- Ability to accurately comprehend auditory inputs.
- Ability to speak clearly and distinctly.
- Ability to use eyes, ears, fingers, arms and/or torso in a mobile and coordinated manner.
- Ability to react immediately to sudden stimuli.
- Ability to perform duties immediately and continuously under intense stress with speed and accuracy in a calm manner.
- Ability to establish and maintain effective working relationships with other employees, user agency personnel, and the general public.

## **QUALIFICATION REQUIREMENTS**

### Education

- Completion of high school or a GED program.
- Willingness to participate in a program of continuing education in a effort to maintain knowledge and work toward self-improvement.

### Experience

- Radio and telephone dispatching of police, medical, or fire agencies is preferred, but not required.

### Special Requirements

- Applicant is subject to an extensive, comprehensive background investigation including criminal history, driving records, and mental hygiene hearings. Applicant will be required to meet security requirements to work the WEAPONS terminal.

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## APPLICANT STATEMENT

I certify that all information I have provided herein to apply for employment at Greenbrier County Emergency Communications Center is true, complete and correct.

I expressly authorize, without reservation, the employer, its representatives, employees, or agents to contact and obtain information from all references, previous and current employers, public agencies, licensing authorities, and educational institutions and to otherwise verify the accuracy of all information provided by me in this application, resume, or that I provide in any job interviews.

I understand that an offer of employment is considered "At-Will." I further understand that this means I am free to resign my position of employment at any time. I also understand that the employer reserves the right to terminate my employment at any time, with or without cause, and without prior notice.

I understand that any offer of employment is subject to a one-year probationary period during which my performance will be evaluated to ensure that my work is performed in accordance with established standards for Greenbrier County ECC.

I understand that I will be expected to work rotating shifts, weekends, holidays. I understand that I may be required to report to work during emergencies that directly effect myself or my family, and in all kinds of weather conditions. I understand also that I may be required to work past my scheduled end of shift due to emergencies or if my relief is unavailable.

I understand that this employer is an Equal Opportunity Employer. The employer does not discriminate on basis of sex, religion, handicap, creed, nationality, or origin. I understand that no question on this application is used for the purpose of limiting or excusing any applicant from consideration for employment on a basis prohibited by local, state, or federal law.

I expressly authorize the employer or its representatives to complete a thorough background investigation that may include state and federal criminal history checks, consultation with local mental health facilities for the purpose of determining mental competency and/or hearings related to such, driving records, and prior employers.

I understand that if employed, conviction of any jailable offense, whether misdemeanor or felony, can be grounds for dismissal, even if no time is served in a correctional facility. I further understand that if, at any time, I become unable to meet the West Virginia State Police security requirements for the operation of the WEAPONS terminal, my employment will be terminated.

I understand that Greenbrier County Emergency Communications Center has a zero tolerance policy against the abuse of prescription and illegal controlled substances and I may be subject to drug testing during the hiring process and randomly if offered employment.

I understand that, if offered employment, I am subject to a moral turpitude policy, and any actions I may take on or off duty that reflect poorly on the center may be grounds for immediate dismissal.

**By signing this, I certify that I have read, fully understand, and accept all terms of the foregoing Applicant Statement. I fully understand that making any false statements will be grounds for my application to be rejected, or immediate dismissal, should I be employed, regardless of length of employment.**

**Signature of Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**\*\*\*DO NOT SIGN THIS PAGE UNTIL YOU HAVE READ AND UNDERSTAND THESE STATEMENTS FULLY.\*\*\***

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**APPLICATION FOR AT-WILL  
EMPLOYMENT**

**GREENBRIER COUNTY 9-1-1  
PO BOX 218  
MAXWELTON, WV 24957  
(304) 647-7911**

**PLEASE PRINT**

Position(s) applied for \_\_\_\_\_ Date of Application \_\_\_\_/\_\_\_\_/\_\_\_\_

Name \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_  
LAST FIRST MIDDLE

Address \_\_\_\_\_  
STREET CITY STATE ZIP CODE

Social Security Number \_\_\_\_-\_\_\_\_-\_\_\_\_ Home Phone (\_\_\_\_) \_\_\_\_-\_\_\_\_ Cell Phone (\_\_\_\_) \_\_\_\_-\_\_\_\_

What is the best time to call you? .....:.....AM/PM

May we contact you at work? ..... YES / NO  
If yes, work number and best time to call ..... (\_\_\_\_) \_\_\_\_-\_\_\_\_:.....AM/PM

Have you ever filed and application here before? ..... YES / NO  
If yes, give date ..... \_\_\_\_/\_\_\_\_/\_\_\_\_

Are you legally eligible for employment in this country? ..... YES / NO

Date available for work ..... \_\_\_\_/\_\_\_\_/\_\_\_\_

Type of employment desired Full-Time  Part-Time

Are you on layoff or subject to recall? ..... YES / NO

Will you travel if the job requires it? ..... YES / NO

Do you object to working any shifts or any days of the week? ..... YES / NO

Will you work overtime if it is required? ..... YES / NO

Please list all convictions except minor traffic offenses that imposed a fine of more that \$250.00 \_\_\_\_\_

Driver's license number \_\_\_\_\_ State of Issue \_\_\_\_\_

# EMPLOYMENT HISTORY

List your last four (4) recent employers, assignments, or volunteer activities starting with the most recent. Explain any gaps in employment in the comments section below.

Employer: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ Dates: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

Job Title: \_\_\_\_\_ Immediate Supervisor & Title: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_ May we contact? YES / NO \*

Hourly Rate/ Salary – Start: \_\_\_\_\_ Hourly Rate/Salary – Final: \_\_\_\_\_

Summarize the nature of work performed and job responsibilities: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employer: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ Dates: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

Job Title: \_\_\_\_\_ Immediate Supervisor & Title: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_ May we contact? YES / NO \*

Hourly Rate/ Salary – Start: \_\_\_\_\_ Hourly Rate/Salary – Final: \_\_\_\_\_

Summarize the nature of work performed and job responsibilities: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employer: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ Dates: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

Job Title: \_\_\_\_\_ Immediate Supervisor & Title: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_ May we contact? YES / NO \*

Hourly Rate/ Salary – Start: \_\_\_\_\_ Hourly Rate/Salary – Final: \_\_\_\_\_

Summarize the nature of work performed and job responsibilities: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employer: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ Dates: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

Job Title: \_\_\_\_\_ Immediate Supervisor & Title: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_ May we contact? YES / NO \*

Hourly Rate/ Salary – Start: \_\_\_\_\_ Hourly Rate/Salary – Final: \_\_\_\_\_

Summarize the nature of work performed and job responsibilities: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(\* indicates that we will verify all listed employment AFTER an offer of employment is made.)

Comments (including explanation of any gaps in employment: \_\_\_\_\_

\_\_\_\_\_

Skills And Qualifications – Summarize and special training, skills, licenses, certificates, and/or characteristics of yourself that may qualify you as being able to perform job-related functions for the position which you are applying.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Educational Background**

School	Years Completed	Degree/Diploma	GPA/Class Rank	Major	Minor

**References**

Please list three (3) names and telephone numbers of business/work related references who are not related to you and are not previous supervisors.

Name	Telephone	Years Known