



**BOTETOURT COUNTY SHERIFF'S OFFICE**  
COMMUNICATIONS CENTER CALL TAKER JOB DESCRIPTION

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**COMMUNICATIONS CENTER CALL TAKER**

Botetourt County Sheriff's Office – Fincastle, VA

**COMMUNICATIONS CENTER CALL TAKER with the Botetourt County Sheriff's Office**  
**Minimum Qualifications:**

- Must be 18 years of age or older.
- High School graduate
- No criminal record.
- Valid Virginia driver's license with good driving record.
- Good credit history.
- Citizen of the United States or have valid proof that citizenship is being sought.

**Essential Duties and Responsibilities of a Communications Center Call Taker**

- Receives non-emergency calls for the Sheriff's Office and 911 emergency calls for the county.
- Asks caller to describe the nature of the emergency and asks follow-up questions, as necessary.
- Records all information in the CAD and takes down location and personal information of the caller.
- Keeps callers on the line when necessary.
- Advises callers on proper course of actions, calms down, and documents their condition until emergency units arrive.
- Maintains logs of all calls.
- Enters call information and records to database.
- Prioritizes simultaneous emergency scenarios.
- Stays up to date on location and activity of emergency units in the area.
- Receives non-emergency calls.
- Advises callers on how to handle non-emergency situations, and transfers callers to proper department/personnel.
- Testifies in court when called to do so.
- Reports any fraudulent or prank emergency calls to supervisor.
- Obtain all certifications required for the position (DCJS, VCIN, EMD, CPR, etc.)

**KNOWLEDGE, SKILLS AND ABILITIES**

- General knowledge of computers
- Knowledge of County boundary, major highways, and landmarks in the county
- Proficient typing skills

Communication call takers receive both emergency and non-emergency calls for service. They are the

first trained point of contact in these situations. They begin the important work of obtaining essential information, remaining calm, calming others, and sending the appropriate responders to the right location. They also provide instructions to the 911 caller, which in many cases is essential to stabilizing or saving a life. This is an entry level position under supervision. Call Taker duties may include: handling emergency and non-emergency calls for police, fire, and emergency medical services using telephone and Computer Aided Dispatch (CAD) equipment; quickly assessing both emergency and non-emergency situations and providing appropriate assistance to citizens; utilizing good judgement in applying policies and procedures while functioning in a stressful environment; communicating and carrying out instructions and coordinating calls for service between citizens and service providers; often multitasking, prioritizing, and making quick decisions.

Starting salary \$37,026 annually

#### Work Environment

- Working hours will be spent in dispatch office, receiving, and directing calls.
- The majority of time will be spent sitting at a computer.
- The environment can be highly stressful and fast-paced.
- Some court testimony may be necessary.
- Shifts will be 11am to 11pm with rotating days off.

#### Benefits:

- Health, vision, and dental insurance at minimal cost to employees. Dependent or family coverage is available at additional cost to the employee.
- Retirement plan under VRS (Currently employee pays no more than 5% towards VRS if not employed prior to 7/1/2010.)
- 457 deferred compensation plans with some county match
- Life insurance
- Workers Compensation
- Holiday Pay
- Leave and sick time accrual.
- Uniforms and equipment provided.

Please submit a completed Virginia State application, available at:

[http://www.botetourtsheriff.com/uploads/2/0/7/3/20732984/state\\_application.pdf](http://www.botetourtsheriff.com/uploads/2/0/7/3/20732984/state_application.pdf)

Submit application to:

Botetourt County Sheriff's Office  
P.O. Box 18  
Fincastle, VA 24090

Applications will be accepted until the position is filled.