



**BOTETOURT COUNTY SHERIFF'S OFFICE**  
911 DISPATCHER JOB DESCRIPTION

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**911 DISPATCHER**

Botetourt County Sheriff's Office – Fincastle, VA

**911 Dispatcher 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.

**911 DISPATCHER PRIMARY DUTIES:**

- Answers police lines for the Sheriff's Office and 911 calls for the county
- Serves as a liaison for civilian reports, complaints, and officers on patrol.
- Analysis calls for the best way to handle each, what type of information to be obtained from the called and which units should be assigned and logs all information into the computer.
- Dispatches police, animal control, game warden and fire and emergency services calls
- Provides emergency medical dispatch pre-arrival instructions to citizens over the telephone and pre-arrival information to the responding rescue units.
- Provides the community with available/needed information via the telephone.
- Provides field units with requested information via the radio.
- Transmits messages to officers via the radio, phone or in person.
- Operates the Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC) systems to retrieve and provide requested criminal information for officers.
- Obtains warrant information and advises officers about possibly wanted subjects.
- Tracks and logs all officer activities by time and location via the radio.
- Communicates and maintains necessary contact with other agencies through VCIN.
- Communicates with the news media.
- Operates the Statewide Interagency Radio Systems (SIRS)
- Maintains documentation pertaining to calls received, towed vehicles and security checks.
- Operates and monitors the Integrated Flood Observing and Warning System (IFLOWS) computer and alerts county administrators on flood threats within the county.
- Operates telecommunications devices for the deaf and recording system for telephones and radio.
- Maintains business and street address files.
- Performs other duties as assigned by the communications supervisor.

## **KNOWLEDGE, SKILLS AND ABILITIES**

The **911 Dispatcher** will have a general knowledge of computers, knowledge of county geo-political boundaries, major highways, and landmarks; excellent listening skills; excellent communications skills, both written and oral, typing skill of at least 25 wpm with 95% accuracy; ability to proficiently operate all communications center and related office equipment associated with communications operator job responsibilities, ability to monitor several different radios and channels and answer the telephone simultaneously; ability to perform tactfully, courteously and proficiently under the pressures associated with the position, and the ability to perform shift work and shift rotation.

Starting salary (untrained) \$44,090 annually. An increase in starting salary will be considered for those who possess dispatch certification and experience at time of employment.

Benefits:

### **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.