



COUNTY OF YORK
invites applications for the position of:

911 Dispatch Trainee

SALARY: See Position Description
DEPARTMENT: Emergency Services Center
OPENING DATE: 10/01/20

POSITION SUMMARY:

Receives emergency and non-emergency telephone calls from the public, emergency service providers, and other public safety agencies requesting police, fire, medical or other emergency services; Responsible for efficiently and accurately gathering of caller information and making the appropriate emergency services dispatch in accordance to established policies and procedures. The Dispatch Trainee performs assigned duties under the direct supervision and control of the Shift Supervisor. The Shift Supervisor reviews daily work for speed and accuracy of detail.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Communications - skill to write legibly, spell correctly and type; skill to speak clearly, and hear what is being said over the phone and radio; act quickly; skill to read and interpret complex oral and written instructions.
- Interpersonal Skills – ability to show understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with difficult people and is sensitive to individual differences.
- Customer Service – ability to manage difficult or emotional callers using tact and empathy; skill to reassure and provide feedback to the caller and respond to the caller's needs.
- Technical Skills – skill to accurately record names, numbers, and details of a call, and to operate a variety of computer systems and dispatching equipment.
- Problem Solving – ability to identify and resolve problems.
- Decision Making - ability to make sound and well-informed decisions.
- Teamwork – ability to contribute to building a positive team spirit; supports everyone's efforts to succeed.
- Organizational Support – ability to support organization goals and values; skill to comply with all lawful rules and policies and procedures.
- Professionalism – ability to treat others with respect and consideration and react well under pressure.
- Adaptability – ability to adapt to work environment changes; skill to deal with frequent change, delays, or unexpected events.
- Dependability – ability to follow direction and takes responsibility for own actions; ability to complete tasks in a timely manner.
- Innovation – ability to present creative ideas; presents ideas and information in a manner to get other's ideas.
- Integrity/Honesty – ability to keep sensitive information confidential.
- Attendance/Punctuality – ability to report to work at; days, evenings, nights, weekends, and holidays; report to work on a consistent and reliable basis including inclement weather.

ESSENTIAL REQUIREMENTS:

- At least 18 years old and possess a high school diploma or GED equivalent.
- A combination of education and experience, which indicate a possession of the knowledge, skills and abilities required at entry.
- Basic computer skills.

- Must successfully pass pre-employment exams, criminal and employment background investigations, and drug and hearing screenings.

OTHER REQUIREMENTS:

York County Department of Emergency Services is now accepting applications for the January 2021 Dispatch Trainee Academy!

The starting rate for a Dispatch Trainee is \$14.54/hour with an increase of \$1.00/hour for every dispatch skill set successfully achieved (Fire/EMS, County Police, City Police, Records).

\$1.00/hour shift differential is paid for all hours worked between 4pm and 8am and \$1.50/hour shift differential is paid for all hours worked on the weekend. Any hours worked over 8 per day are paid at time and one half.

Candidates selected for the Dispatch Trainee position must have the ability to work 12-hour shifts which includes some weekends and holidays, as well as overtime, as assigned. Candidates who are unable to work the above outlined schedule will not be considered for employment.

Applications will be accepted through November 4, 2020. Future communication will be sent via email to the email address you provided. Please monitor your email account.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.yorkcountypa.gov>

Position #0605
911 DISPATCH TRAINEE
AS

28 East Market Street Room 210
York, PA 17401-1586
717-771-9214

hr_applicants@yorkcountypa.gov

911 Dispatch Trainee Supplemental Questionnaire

- * 1. This position requires the ability to report to work; days, evenings, nights, weekends, and holidays. Can you meet this expectation?

Yes No

* Required Question