

# Career Opportunities for

## Public Safety Emergency Telecommunicator I City of Virginia Beach Emergency Communications & Citizen Services Department VB9-1-1 Division



*9-1-1 Public Safety  
Emergency  
Telecommunicators work  
as a team by playing a  
critical role in protecting  
life and property in the  
City of Virginia Beach, by  
quickly assessing  
situations and providing  
public safety assistance.*

### Training Includes:

- 12 week Training Academy
- On-the-job training
- Peer Support Program

### Minimum Qualifications:

- Must be at least 18 years old and have a High School Diploma or GED.
- Must be a United States citizen or have been a lawful resident of the United States for the past 10 consecutive years.



Public Safety Emergency Telecommunicator I 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 judgment 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 multi-tasking, prioritizing and making quick decisions.

### Contact Information:

**City of Virginia Beach Human Resources Department  
2424 Courthouse Drive-Municipal Center Building 18  
Virginia Beach, VA 23456-9056  
757/385-4157**

**City Benefits:** The City of Virginia Beach offers a competitive benefits package. [For more details go to the City's Employment page and click on "Employee Benefits"](#). Partial uniforms are provided. Starting Salary: \$35,224.80.

**The City of Virginia Beach is an equal opportunity employer.**

## THE CITY OF VIRGINIA BEACH PUBLIC SAFETY EMERGENCY TELECOMMUNICATOR I

**DUTIES:** Individual will handle all calls for police, fire, emergency medical services and animal control, as well as requests from citizens for all other City departments after hours, on weekends and holidays, using telephone and Computer Aided Dispatch (CAD) equipment; quickly assess both emergency and non-emergency situations and provide appropriate assistance to citizens; utilize good judgment in applying policies and procedures while functioning in a stressful environment; communicate and carry out instructions; and coordinate calls for service between citizens and service providers, often multi-tasking, prioritizing and making quick decisions. [The City of Virginia Beach official job description can be viewed here.](#)

**WORKING HOURS:** The Emergency Communications Center is a 24-hour, 365-day per year operation. Individuals must work rotating shifts, including nights, weekends, holidays, and mandatory overtime. Changes in scheduling may occur from time to time to meet staffing requirements in the Communications Center. Public Safety Emergency Telecommunicators are "Alpha I" employees and are expected to respond to work during emergencies and disasters when other City employees are advised to stay home.

**REQUIREMENTS:** Must be at least 18 years old; have a High School Diploma or GED; a passing score on a pre-employment public safety communications skills test; and successful completion of a criminal history check, background investigation, polygraph, oral interview and psychological and medical examinations, provided at the City's expense.

**SELECTION PROCESS:** Applicants must successfully complete each phase of the hiring process before entering the next phase. The process takes approximately four (4) months.

- ❖ Submittal of appropriate application materials during the prescribed time frame
- ❖ Pre-Employment Testing (Applicants will be notified of testing dates after posting closing date)
- ❖ Structured Oral Interview
- ❖ Polygraph
- ❖ Conditional Offer of Employment
- ❖ Criminal Record History Check
- ❖ Psychological Examination
- ❖ Background Investigation
- ❖ Physical Examination
- ❖ Final Offer of Employment
- ❖ Successfully complete the Training Academy within the time frame established by the department. (The Training Academy is a paid period of employment)

**RE-APPLICATION:** *Under current policy, applicants are eligible to apply for multiple academies. Skills test scores are valid for one year from the date of the test.*

## **AUTOMATIC DISQUALIFIERS:**

### **Criminal History**

- ❖ Conviction of any felony.
- ❖ Conviction of any offense involving moral turpitude (lying, cheating, stealing), or gross misconduct (generally, crimes against a person) or any derivation of these types of crimes.
- ❖ Conviction of any Class 1 or Class 2 misdemeanor (excluding traffic violations which are discussed separately) or the Virginia State Law equivalent within the last 5 years.<sup>1</sup>
- ❖ Adult commission of undetected crimes of a serious or repetitive nature.

### **Traffic Violations**

- ❖ Two or more convictions of driving under the influence of drugs or alcohol within the last 5 years.

### **Drugs<sup>2</sup>**

- ❖ Conviction or admission of illegal possession (touched), use, sale, manufacture, distribution or intent to sell/distribute illegal drugs and/or controlled substances, including but not limited to heroin, cocaine, hallucinogens, methamphetamine, etc. or any derivative thereof (except marijuana which is discussed separately) within the last 5 years.
- ❖ Conviction or admission of illegal possession (touched) and/or use of marijuana or a derivative thereof within the previous twelve (12) months.

### **Others**

- ❖ Any punitive discharge from the military, including Bad Conduct and Dishonorable discharge; from any military service.
- ❖ Untruthfulness and/or the intentional withholding of information on any application, interview, or paperwork associated with the position. Examples of intentional withholding of information would include deliberate inaccuracies or incomplete statements.
- ❖ Intentional failure to follow the directions outlined in the testing process or relying on others to complete any portion of the testing process.

1 Note: Some minor offenses are classified as Class 1 misdemeanors (e.g. littering), but would not result in automatic disqualification. Convictions of this nature would be evaluated on a case-by-case basis in the context of the full investigation/review.

2 Illegal drug is defined as set forth in the Federal Controlled Substance Act, 21 U.S.C. §800 et al. and by the Code of Virginia.

This is not intended to be an exhaustive listing of background disqualifiers. Applicants who are successful in the initial testing will undergo a thorough background investigation, including polygraph examination. Areas of concern will be evaluated on a case-by-case basis within the context of the full investigation/review. Examples of areas of concern may include, but are not limited to, the following:

- ❖ Reduction of charges as a result of a plea agreement or other form of sentencing disposition prior to a conviction in any of the aforementioned criminal and driving history categories.
- ❖ Crimes committed as a juvenile, including undetected crime.
- ❖ Patterns of reckless and/or irresponsible driving.
- ❖ Multiple convictions of driving under the influence.
- ❖ Illegal drug possession that does not fall within the parameters defined above.
- ❖ Less than honorable military discharge, erratic work record, or unfavorable employment references.
- ❖ Pending litigation or prosecution for criminal offenses must be resolved prior to consideration for employment.

**TRAINING:** Public Safety Emergency Telecommunicators' Training Academy (12 weeks)

Our academy is an extensive, intense training academy, four to six weeks of which will be in a classroom, with the remainder taking place in an operational floor setting. Students will be expected to meet strict guidelines pertaining to attendance and testing scores. The Training Academy includes On-The-Job (OJT) segments. In order to continue with on the job training each segment must be successfully completed within the time frame established by the Department. Failure to successfully complete the academy will result in administrative separation.

On the Job Training	12 months
Probationary Period	12 months

**SALARY INFORMATION:** Starting salary is \$35,224.80

**CITY BENEFITS:** The City of Virginia Beach offers a competitive benefits package. [For more details go to the City's Employment page and click on "Employee Benefits"](#). Partial uniforms are provided.

Effective July 1, 2012 all reinstated, reemployed, and all new hires are required to contribute 5% of their salary to their VRS account. This will be done through a pre-tax deduction from their paychecks.

## Department Mission Statement

"It is the mission of the City of Virginia Beach Emergency Communications and Citizen Services operations and administration to provide efficient, accurate, professional processing of emergency, non-emergency and information requests. This is achieved through commitment, teamwork, excellent customer service, and a willingness to serve in a respectful and professional manner."



## City of Virginia Beach Values

The Virginia Beach Organizational Values provide a guide to quality performance. These values define our desired department culture:

- Quality Customer Service
- Teamwork
- Leadership and Learning
- Integrity
- Commitment
- Inclusion and Diversity

## **Characteristics and Skills required to be a Successful VB9-1-1 Public Safety Emergency Telecommunicator**

The successful VB9-1-1 Public Safety Emergency Telecommunicator must possess the following inherent characteristics and abilities:

### ❖ **Multi-Tasking**

Public Safety Emergency Telecommunicators must be able to do many things at the same time. Public Safety Emergency Telecommunicators will handle telephone calls while typing notes and formulating their next action.

### ❖ **Focus on your surroundings**

Public Safety Emergency Telecommunicators must always know what is going on around them and be able to interact with others while maintaining focus on their assigned task.

### ❖ **Listen intently and speak clearly**

Callers/field units may only have one opportunity to relay important information and/or have little time to repeat themselves in emergency communications.

