

Become the **GUARDIAN OF HEROES**

**BECOME A VIRGINIA BEACH
PUBLIC SAFETY EMERGENCY TELECOMMUNICATOR TODAY!**

Starting Salary: \$36,026

**24-hour,
365 days per year**

Virginia Beach 9-1-1 Public Safety Emergency Telecommunicators, or PSETs, work as a team by playing a critical role in protecting life and property in support of public safety agencies.

Public Safety Emergency Telecommunicator I (PSET) must be able to:

- Manage and coordinate both emergency and non-emergency calls for police, fire and emergency medical services via phone, radio and Computer Aided Dispatch (CAD)
- Make quick assessments and decisions regarding emergency and non-emergency situation
- Utilize good judgement
- Function in a high stress environment
- Deliver clear and concise instructions
- Multi-task and prioritize



Training and Working Hours:

Our Telecommunicator Academy is an extensive and intense classroom and on the job training program. Students will be expected to meet strict guidelines pertaining to attendance and testing scores. Failure to successfully complete the academy will result in dismissal.

The Emergency Communications Center is a 24-hour, 365-day per year operation. PSETs are Alpha I employees and are required to work during emergencies and disasters, and rotating shifts including: nights, weekends, holidays and occasional mandatory overtime. Changes in schedules may occur dependent on the staffing needs of the department.

City Benefits Include:

- Paid Time Off (PTO)
- Flexible Holiday
- Health Insurance
- Dental Insurance
- Life Insurance
- Virginia Retirement System (VRS)

Requirements:

The PSET candidate must have a passing score on the pre-employment public safety communications skills test, successful completion of a criminal history check, background investigation, polygraph, oral interview, psychological and medical examinations (provided at the City's expense) in addition to the minimum qualifications*.

*Minimum Qualifications:

- High School Diploma or GED
- 18 years of age
- Critical thinking skills
- Ability to communicate effectively
- Ability to multitask

The Selection Process:

Applicants must successfully complete each phase of the testing process before entering the next phase of the hiring process. 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.

①

- Submittal of application materials on www.vbgov.com/careers
- Pre-Employment testing
- Interview

②

- Polygraph questionnaire and examination
- Conditional offer of employment
- Initial background/criminal record history check

③

- Psychological examination
- Background investigation
- Physical examination

④

- Successful completion of the Training Academy



For more information email ECCSRecruitment@vbgov.com or visit our website.

The City of Virginia Beach is an equal opportunity employer.

City of Virginia Beach Human Resources Department | 2424 Courthouse Drive - Municipal Center Building 18
Virginia Beach, VA 23456-9056 | 757.385.4157

www.VBgov.com/VB911