

MISSION STATEMENT

The Mission of the Harrisonburg - Rockingham Emergency Communications Center shall be to efficiently and professionally receive emergency calls and dispatch emergency services to protect the citizens of Harrisonburg and Rockingham County, VA.

OBJECTIVES

- Efficiently process emergency calls within one minute of reception;
- Provide high quality communications through state of the art technology;
- Constantly seek out ways to improve the quality of service provided to the community;
- Facilitate the development of highly trained, proficient, dedicated and self-motivated personnel.

EMPLOYEE VALUES STATEMENT

Public safety communications is a successful combination of teamwork, technology, and excellence. We recognize that service is our one and only product and we share a common, ongoing goal to provide it at the most superior level possible. Our strength and success are tied directly to the individual and the unique contributions of each of us working in the spirit of cooperation and teamwork.



Salary and Benefits

The hourly rate for a Basic Communicator is \$14.74-\$23.58.

A comprehensive benefits package includes: Medical Insurance, Dental Insurance, Retirement, Deferred Compensation, Paid Time Off, Vision Insurance, 8 levels of career progression available, many other employee friendly opportunities.

Visit: www.harrisonburgva.gov/hrecc-employment to view the HRECC recruitment video online and to learn more about employment with this agency.



Harrisonburg-Rockingham ECC

Serving Harrisonburg and Rockingham County



101 North Main Street
5th Floor
Harrisonburg, VA 22802

Phone: 540-434-4436
Emergency: 9-1-1



We Want You!



What is a 9-1-1 Communicator?

As a 9-1-1 Communicator you will receive, accurately evaluate, and process routine and life-threatening emergency radio and telephone communication.

Communicators dispatch and monitor the locations and safety of responders to incidents, provide essential support to field personnel, provide exemplary customer service to the public and other employees and perform all other related duties as needed.

The 9-1-1 Center is equipped with state of the art computer systems and a staff of highly trained professionals to assist in career development and training.

The HRECC is an equal opportunity employer



This career may be for you if your qualifications include:

- High school diploma or equivalent educational level.
- Experience with computers and various software programs.
- Typing skills of at least 30 words per minute.
- Ability to read, write and speak English clearly.
- Ability to multi-task.

And if you are willing and able to:

- Learn multiple computer systems and applications.
- Learn the geographical features of the City of Harrisonburg and Rockingham County and Towns.
- Hear telephone and radio conversations through a headset.
- Work shifts including weekends, nights and holidays.
- Work overtime sufficient to meet operational staffing needs.
- Learn to effectively manage life threatening emergencies both over the phone and radio.
- Make life altering decisions on a moment's notice.
- Complete training and certification.
- Perform continuing education.

The Harrisonburg-Rockingham Emergency Communications Center is seeking enthusiastic and responsible applicants who are able to perform mission critical tasks simultaneously and accurately.

Selected candidates for the career of Communicator will serve as part of the vital link between the public needing assistance and the emergency service providers in the field. This professional workplace offers:

- Competitive salary and benefits package.
- Paid classroom and on-the-job training.
- Support from a dedicated team of skilled professional co-workers.
- The opportunity to provide a vital service to the community.
- The chance for personal and professional growth.