

**Opening Date:** 27 April 2021  
**Closing Date:** 11 May 2021  
**Location:** Tortola  
**Vacancy Notice No.** MHSD 1 of 2021  
**Job Classification:** Grade 7  
**Ministry/Department/Unit:** Ministry of Health and Social Development  
**Position Details:** One year Probationary period  
Established position  
**Employment Type:** Full-time  
**Remuneration/Benefits:** Salary range **\$24,485-\$29,798 per annum**. Salary will be commensurate with qualifications and experience.

**JOB VACANCY NOTICE**  
**Dispatcher**  
**(Emergency Call Centre)**  
Government of the Virgin Islands



**ROLE SUMMARY**

The successful applicant will receive and prioritize 911 and non-emergency telephone calls from the public. Dispatches appropriate emergency service agencies such as police, fire and emergency medical units.

**MAIN RESPONSIBILITIES**

1. Receive, screen and prioritize emergency (911) and non-emergency telephone calls for service from the public requiring police, emergency medical service (EMS), or fire department attention and relay to officers or command personnel, as appropriate.
2. Ask vital questions to ascertain the location, nature and type of emergency response needed, and provide pre-arrival instructions for emergency medical calls.
3. Determine response requirements and relative priority of situations, and dispatch units in accordance with established procedures.
3. Coordinate all police, fire, ambulance and other emergency requests by relaying instructions to the closest and most suitable units available.
4. Manages sensitive information in a discreet and professional manner by maintaining confidentiality.
5. Maintains a log of recorded calls in system, broadcasts and complaints received.
6. Monitors closed circuit television security systems and other various type of alarms associated with law enforcement.
8. Respond to routine questions and inquiries, and refer calls not requiring dispatch to the appropriate department and agency.
9. Enter, update, and retrieve information from the network and computerized data systems regarding such things as wanted persons, stolen property, vehicle registration, and stolen vehicles etc.
10. Relay information and messages to and from emergency sites, to law enforcement agencies, and to all other individuals or groups requiring notification.
11. Read and effectively interpret small-scale maps and information from a computer screen to determine locations and provide directions.
7. Perform any other duties as required by the supervisor or senior officer in order to contribute to the effectiveness and efficiency of the centre.

**BEHAVIOURAL COMPETENCIES**

1. Manage time to meet objectives
2. Obtain and analyse information for critical decision-making
3. Ensure compliance with legal, regulatory, ethical and social requirements
4. Communicate and influence effectively
5. Develop a customer focused organization
6. Manage organisational challenges
6. Manage change in organisational activities
8. Manage relationships across the organization

**WORKING CONDITIONS/ ENVIRONMENTAL FACTORS**

- Call Centre Environment (Emergency)
- Fieldwork

**MINIMUM QUALIFICATIONS AND EXPERIENCE**

- Associates degree in Emergency Management Service, Police or Fire Science, Public Administration or Business Administration and three (3) years related working experience preferred
- **OR**
- 3-5 years' work experience as 911 Operator/Dispatcher or in customer services a plus; AND
- Candidates must be at least 21 years of age
- Valid BVI driver's license
- Experience with advanced computer and telephone equipment
- Certification in customer service and special certification relevant to the industry a plus
- Bilingual a plus
- Sound knowledge of Government structure, policies and procedures
- Expert knowledge of Health Disaster Risk Management related issues
- Excellent knowledge of relevant laws, regulations, policies and procedures
- Excellent interpersonal skills
- Excellent knowledge of the use of standard office equipment and computer applications
- Excellent analytical and decision-making skills
- Ability to make administrative / procedural decisions and judgments
- Excellent organisational and coordination skills
- Excellent oral and written communication skills
- Ability to work well under pressure and manage multiple priorities

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## HOW TO APPLY

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

**Permanent Secretary**  
**Ministry of Health and Social Development**  
**Road Town, Tortola VG 1110**  
**British Virgin Islands**  
or by email: [hldbvi@gov.vg](mailto:hldbvi@gov.vg)

Applicants should submit the Employment Application (available at: [www.bvi.gov.vg](http://www.bvi.gov.vg)); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: [www.bvi.gov.vg/services/emp](http://www.bvi.gov.vg/services/emp)). All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click [www.bvi.gov.vg/services/emp](http://www.bvi.gov.vg/services/emp).

*Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.*