

Opening Date: 27 April 2021
Closing Date: 11 May 2021
Location: Tortola
Vacancy Notice No. 11 of 2021
Job Classification: Grade 9
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 **\$28,818 per annum**. Salary will be commensurate with qualifications and experience.

JOB VACANCY NOTICE

Operator Supervisor (Emergency Call Centre)

Government of the Virgin Islands



ROLE SUMMARY

The successful applicant will oversee and coordinate the daily activities of the team of 911 Call Centre Operators to ensure the efficient and effective execution of emergency response and customer service support. Provide guidance and advise in relative to emergency responders.

MAIN RESPONSIBILITIES

1. Supervise the daily functioning of the 911 Call Handlers/Dispatchers team.
2. Assist with the preparation of the 911 ECC annual budget and expenditure plan.
3. Prepare administrative and statistical information on all activities relating to the 911 Emergency Call Centre.
4. Develop communications services and operational standards, policies and guidelines for the effective operation of the centre.
5. Assist the Call Handlers/Dispatchers with managing the flow of incoming calls and dispatching of emergency responders.
6. Conducts quality checks to ensure compliance with the agreed operational standards, policies and guidelines.
7. Conduct tests and inspections of equipment, services or processes periodically to evaluate the effectiveness of all communications systems.
8. Coordinates the maintenance of communications and other equipment, and ensures compliance with regulations.
9. Read and effectively interpret small-scale maps and information from a computer screen to determine locations and provide directions.
9. Prepare and submit the Performance Planning and Appraisal Report for staff.
10. Attend meetings, workshops, seminars, conferences and other official functions locally and overseas to represent the interest of the centre.
11. Train 911 Emergency Call Handlers on new computer or telephone equipment as well as new products and services offered by the company.
12. Perform any other duties as required by the Permanent Secretary or Deputy Secretary in order to contribute to the effectiveness and efficiency of the Centre and Ministry.

BEHAVIOURAL COMPETENCIES

1. Manages self to model behaviour in meeting department standards
2. Obtains and analyse information for critical decision-making
3. Identifies customer requirements and plans to meet them
4. Ensures products and services meet quality requirements
5. Allocates work to teams and individuals
6. Develops the trust and support of colleagues and stakeholders
7. Provides information and advice to others
8. Communicates and influence effectively
9. Manages relationships across the organization

WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Call Centre Environment (Emergency)
- Fieldwork
- Outdoor Environment

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Emergency Management Service, Police or Fire Science, Criminal Justice, Communication, Public Administration, or Business Administration
- Two (2) years' related working experience
- **OR**
- Associates degree in Emergency Management Service, Police or Fire Science, Criminal Justice, Communication, Public Administration, or Business Administration
- Three (3) years' related working experience
- **OR**
- High School Diploma or equivalent 3-5 years' work experience as 911 Operator/dispatcher or in customer service
- Experience with advanced computer and telephone equipment, certification in customer service, employee supervision
- Special certification relevant to the industry a plus
- Excellent knowledge of Government structure, policies and procedures
- Expert knowledge of Health Disaster Risk Management related issues

It is the policy of the Government of the Virgin Islands that appointments to the Public Service, and promotions within the Service, be based on the merit principle – without discrimination based on race, age (save as restricted by law), religion, political affiliation, sexual orientation, marital status, or family relationship.

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- Expert knowledge of the local health care industry and the various emergency response agencies
 - Excellent knowledge of the geography and locales of the Virgin Islands
 - Excellent knowledge of relevant laws, regulations, policies and procedures
 - Excellent interpersonal skills
 - Ability to make administrative / procedural decisions and judgments
 - Sound knowledge of the use of standard office equipment and computer applications
 - Excellent analytical and decision-making skills
 - Excellent organisational and coordination skills
 - Excellent oral and written communication skills
 - Sound leadership skills
 - Ability to work well under pressure and manage multiply 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:

Public Service Commission
c/o Department of Human Resources
2nd Floor Simms Building
Road Town, Tortola VG 1110
British Virgin Islands

or by email: hrrbvi@gov.vg

Applicants should submit the Employment Application (available at: 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). 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.

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.