

# Merit Matters

IVR: 279-3400  
Help Desk: 279-3444  
Main Number: 279-3500  
Fax Number: 279-3407

Main: [www.pbjcal.org](http://www.pbjcal.org)  
Jobs: [www.jobsquest.org](http://www.jobsquest.org)  
[www.meritmatters.org](http://www.meritmatters.org)

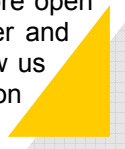
## September 2010

### PBJC...SOCIALLY NETWORKED FOR YOU

The Personnel Board has ventured into social media recruiting by launching accounts for JobsQuest.org on Twitter, YouTube, and Facebook. These social media outlets are powerful tools that allow us to post relevant and up-to-date information as well as to engage directly with applicants, potential applicants, and anyone who might be interested in knowing more about the Merit System. One of the great things about using these media outlets is that they are free!

Facebook offers an opportunity for us to distribute important updates and news regarding job opportunities as well as other newsworthy information. The information remains visible for long periods of time on our wall for visitors to reference. YouTube allows us to broadcast our commercials as well as videos of Merit System employees describing what it is like to work in civil service. Twitter allows information to act as a press release which can be further transmitted by our followers reaching hundreds of potential applicants in the matter of minutes.

The non-intimidating environment that these social media tools offer encourages a more open exchange of ideas and feedback. It also enables us to better serve you our customer and attract the next generation of Merit System employee. So if you haven't already, follow us on Twitter at [twitter.com/jobsquestdotcom](http://twitter.com/jobsquestdotcom), see us on the JobsQuest channel on YouTube, and visit our Facebook page at [FaceBook.com/JobsQuest.org](http://FaceBook.com/JobsQuest.org)!



### 9-1-1, WHAT IS YOUR EMERGENCY?



Hopefully, you personally have never had to hear that phrase from the other end of a telephone but for the dozens of emergency dispatchers in Jefferson County, they repeat it daily.

The job of dispatcher is a role shared by over 200 employees within multiple jurisdictions in the Merit System. They provide the vital connection between our citizens and emergency responders. If we did not have dispatchers it would be up to us, in an emergency, to figure out who to call, where to send the responders and what measures to take. What is routine for a dispatcher would become a series of daily disasters.

We all know that a Public Safety dispatcher answers emergency calls and dispatches police and fire to the scene. Did you know they also call ambulances, wreckers, and run tags?

Some dispatchers are certified to provide medical instruction. This means they could be responding to calls and giving instructions on CPR, baby delivery or how to treat a severe wound before medical help arrives. They can also link callers with poison control or a language line (for non-English speaking callers) and also provide TDD (Telecommunications Device for the Deaf) for hearing impaired callers.

The job of dispatcher is not simply a communications router, it is an important link for all citizens in an emergency.

#### Tools of the Trade:

To be a good dispatcher you need to have good multitasking skills. Calls are coming in constantly. You have to be able to use multiple systems and respond to requests simultaneously. A dispatcher must also be a team player. Dispatchers rely on each other to make sure calls are responded to and necessary information is provided.

#### What you may not know:

- You can call 911 free from any payphone or cellphone.
- If you call 911, the dispatch and response is based on your physical location at that time. If you are in Alaska and call 911 on a Birmingham cell phone, you get Alaska, not Birmingham.
- Be specific about your location, it is easy to cross jurisdictions in Jefferson County. The responder you receive may not be who you expect.

#### Expected Job Openings

- Assistant Benefits Administrator
- Firefighter
- Water Pollution Control Tech
- Police Chief I, II, and III
- Corrections Officer
- Environmental Health Program Supervisor
- Parking Enforcement Officer
- Director of Social Services
- Community Resource Representative - Birmingham
- Senior Housing Rehabilitation Specialist
- Voting Machine Technician
- Herbicide Applicator
- Senior Engineering Drafter
- Assistant Highway District Superintendent

#### Registers Released

- Food Service Assistant
- Sewer Construction/Maintenance Supervisor
- Skilled Laborer
- Training Advisor
- Senior Probation Officer
- Aircraft Museum Restoration Technician
- Environmental Coordinator
- Nurse Supervisor

#### News Update

The PBJC will be closed Monday, September 5 for the Labor Day holiday.

Graduation for the PBJC training certificates will be Friday, October 22 at the Birmingham Botanical Gardens.