



KITSAP COUNTY
invites applications for the position of:

EMERGENCY TELECOMMUNICATOR TRAINEE (911 DISPATCHER)

SALARY: \$19.26 - \$23.40 Hourly
\$38,616.30 - \$46,917.00 Annually

OPENING DATE: 04/09/12

CLOSING DATE: 04/23/12 11:59 PM

GENERAL STATEMENT:

CALEA 4.1.4a,c

The incumbent learns to perform telecommunications work at Kitsap County Department of Central Communications (CENCOM) facility in the reception and transmission of E9-1-1 (Enhanced 911 system) telephone and radio emergency medical, fire and law enforcement service calls, and complaints, and inquiries from the public. Training time is spent both in the classroom and on the dispatch floor.

CENCOM values our community's diversity and strives to reflect that diversity in our staff and respect that diversity in the delivery of our services.

Distinguishing Characteristics

The Emergency Telecommunicator Trainee is an entry level, training classification. Work is highly supervised and performed in accordance with established departmental procedures and State and Federal regulations. Work is reviewed through classes, testing, results obtained, meetings and conferences.

Position Statement

(Incumbents in any one position are expected to have the ability to perform all of the essential functions of the generic class specification and duties of any other position specialty area within the classification when assigned, provided that the incumbent meets applicable job-specific qualification requirements for the other specialty area.)

Reports to: Shift Supervisor (CALEA 1.1.3)

Supervises: None

May also receive direction from an Assistant Supervisor or Acting Lead.

Incumbents work diverse shifts such as day shift, swing shift, graveyard, and other variations to cover a 24 hour 7 day a week system that includes weekends, holidays and mandatory overtime. Work is performed in a close high security environment with continual pressure and considerable demands for speed, multi-tasking and accuracy. CENCOM is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors and outside of regular work hours.

QUALIFICATIONS FOR PERFORMANCE OF THE ESSENTIAL FUNCTIONS:

Required Education and Experience

One year work experience in a fast-paced and multi-tasked public contact environment (e.g. bank teller, waiter) or a large public safety communications

environment. Telephone and computer data entry experience. Up to nine months training in a 911 telecommunications program may be substituted for up to nine months of the required experience.

Required Licenses, Certificates, Examinations/Tests and Other Requirements

Please note: The incumbent is responsible for obtaining and maintaining all of the following required licenses, certifications and other requirements.

Prior to employment the successful candidate must:

- Pass a series of written and computer based pre-employment examinations.
- Pass a criminal background check including a national fingerprint check through law enforcement.
- Pass psychological evaluation, drug test, and hearing test (CALEA 4.3.7 and 4.3.8).

At time of appointment must possess (and maintain during employment) the following:

- Possess a private telephone line for 24-hour availability.
- Possess a ready and dependable means of transportation.
- Be willing to carry a pager and/or cellular phone
- A valid Washington State Drivers License.
- Ability to fulfill all traveling requirements of this position and meet the qualifications and guidelines of the Fleet Risk Control Policies in the operation of a motor vehicle on County business.
- Eligibility to be bonded and be qualified as a Notary.
- Security Clearance

Within one year of appointment must:

- Demonstrate proficiency with computer aided dispatch system, call receiving, and law enforcement or fire/medical dispatch prior to complete probationary period.

NOTE: Upon completion of the following requirements, an Emergency Telecommunicator Trainee may be promoted to a Primary Call Receiver or Emergency Telecommunicator trainee, Step 2:

- Successful completion of the Cencom Primary Call Receiver Academy and on-the-job training requirements; and
- Certification by the Washington Criminal Justice Training Commissioner as a Telecommunicator 1 (T1); and
- WACIC (ACCESS level 2) as required by the Washington State Patrol; and
- Emergency Medical Dispatch Certification as required by the Kitsap County EMS Council; and Heartsaver and
- AED and Adult, Child and Infant CPR

Required Knowledge, Skills and Abilities

Knowledge of:

General information regarding State and Federal Laws governing secrecy of communications and Kitsap County geography. Proper English language, spelling and grammar. Computer data entry.

Ability to:

Appear for scheduled work with regular, reliable and punctual attendance. Establish and maintain cooperative, effective and productive working relationships using tact, patience and courtesy. Communicate effectively both orally and in writing. Effectively plan and organize work and complete tasks within prescribed timeframes. Learn and retain information about: Kitsap County geography in detail; City, County, State and private agencies, facilities and resources; standard operating procedures for seven (7) law enforcement agencies and six (6) fire/ medical agencies; and State and

national law enforcement computerized information systems. Make quick, accurate decisions affecting life and/or property. Handle multiple duties at one time and prioritize duties according to the nature of the request. Think and act rapidly and calmly in emergency situations. Understand and follow oral and written instructions. Monitor radio in-Center and phone traffic simultaneously. Deal effectively with upset, confused, hostile or hysterical people by phone. Speak and read English and enunciate clearly while maintaining a rapid speech rate. Listen effectively, precisely hear voices and other sounds through a computer system head-set, respond orally in a clear manner, quickly assess information and remain calm in extremely stressful situations. Work in a confined secure area with no outside contact. Remain in work area for 10 hours including lunch and breaks. Work the majority of time at a computer terminal. Work with concentration despite any distractions, interruptions or problems. Deal with sensitive (i.e. confidential) information in a discreet and professional manner. Remain alert, calm and courteous under extreme stress situations. Grasp and retain legal data and computer formats. Relay complicated information to road units in a brief yet concise manner immediately. Read City and County maps accurately and quickly. Work shift work under high stress conditions. Work closely with others in a compatible and mutually supportive way in a teamwork concept. Memorize and retain relevant information. Operate a variety of technological devices. Adapt to changing situations. Control personal emotional responses and act appropriately under high levels of stress. Deal maturely and courteously with citizens, other public safety personnel and co workers. Accurately enter information and type accurately into a computer terminal.

Preferred Qualifications

High school graduate or GED equivalent.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Kitsap County provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Work is performed in a high security, high stress/activity communication dispatch center and requires sitting for long periods of time while performing dispatch duties, performing repetitive motion activities, as well as exposure to computer monitors, and high noise levels and sounds, i.e. tones and alarms. Potentially stressful conditions may be present when communicating with distraught callers, victims of crimes, violent or hostile individuals. Dispatch activity requires clear speaking and adequate hearing sufficient to communicate effectively and respond appropriately through the Computer Aided Dispatch System. Work schedules will require working a variety of rotating shifts in a 24 hour-a-day, 7 day-a-week operation that includes irregular hours, weekends, holidays, mandatory overtime required reporting regardless of weather conditions, and sometimes, limited time off. Work requires use of telephone-operator type headsets to precisely hear voices and other sounds. Positions in this class typically require: reaching, handling/grasping documents, walking short distance, vision sufficient to read written materials and computer screen data, and repetitive motions for computer use. Requires exertion of force of 20 pounds occasionally and/or 10 pounds frequently to lift/carry/move objects, files, and other materials.

ILLUSTRATIVE EXAMPLE OF DUTIES:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Study the Standard Operations Procedures (S.O.P.) and appropriate manuals to acquire thorough knowledge of CENCOM operations and procedures.

Learn to answer E9-1-1 phone lines and regular phone lines, both emergency and routine calls, obtain information for and assign priorities to, calls for service and refer to proper authority.

Learn to operate computer aided dispatch system (CAD).

Maintain familiarity with major roads, streets, hospitals, schools, churches, buildings and other landmarks in Kitsap County.

Learn to operate Law Enforcement and Fire consoles; monitor, dispatch and maintain location and status on all in-service and on-call law enforcement, fire, medical personnel and equipment. Handle encoder operation, off duty call-up, and multiple responses.

Learn to respond to telephone requests from, and relay information between, various public agencies using a variety of equipment including the WACIC/NCIC system.

Learn to answer all law enforcement officers' radio requests for warrant, vehicles, driver and records check information.

Learn to record information and maintains required logs, event cards and other forms during periods of computer aided dispatch down time. Learn to operate emergency TDD for hearing-impaired caller.

Other Job Duties:

Perform other related duties as assigned.

OTHER POSITION RELATED INFORMATION:

This position is:

- FLSA – Non-exempt
- Represented by a union and membership or service fee obligation within 30 days of employment is mandatory.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.kitsapgov.com/>

614 Division St, MS#23
Port Orchard, WA 98366
360.337.7185

Position #2012-00086
EMERGENCY TELECOMMUNICATOR TRAINEE (911
DISPATCHER)
CM

EMERGENCY TELECOMMUNICATOR TRAINEE (911 DISPATCHER) Supplemental Questionnaire

- * 1. (REQ-1) I certify that I have read the complete job classification for this position and I am able to perform the essential functions of this position, with or without reasonable accommodations.
- Yes No

- * 2. I understand that all related experience must be listed under the work history to quantify and qualify my application; it must include a detailed explanation of my roles and responsibilities at each relevant employer. Resumes are not rated or reviewed for minimum and preferred qualifications. I also understand that an incomplete application or

lack of details will disqualify my application.

Yes No

- * 3. CENCOM HIRING STANDARDS (1) Have you ever been convicted of any of the charges listed in the hiring standards?

Yes No

4. CENCOM HIRING STANDARDS (1a) If yes, disclose all convictions.

- * 5. CENCOM HIRING STANDARDS (3) - SHIFT WORK As a CENCOM employee you will be required to work shift-work which includes day, swing, graveyard and relief shifts on a rotation basis. You will also be required to work weekends, holidays and overtime. Are you able to meet these requirements?

Yes No

- * 6. CENCOM HIRING STANDARDS (4) Have you ever been terminated for cause or resigned in lieu of termination for cause from any employer in the last five years? (Laid off from employment is not considered termination for cause)

Yes No

7. CENCOM HIRING STANDARDS (4a) If yes, please list the employer, dates of employment, title while employed and reason for termination.

- * 8. Do you have at least one year (equivalent to full time experience) of work experience in a fast-paced and multi-paced environment (e.g. bank teller, waiter) or a large public safety communications environment?

Yes No

- * 9. Provide additional details of your experience in working in a fast-paced environment, answering multi-line phones, working on computers and performing clerical tasks. Including the type of software used, number of phone lines answered, type of tasks responsible for completing. *This information must also be listed in detail under each relevant employer on your application under the work history section to be utilized to quantify experience and to be considered for employment. Resumes are not reviewed for minimum qualifications.

- * 10. Please select the emergency equipment that you are proficient at operating.

Computer Aided Dispatch (CAD)
 Enhanced 911
 Computer Inquiries for Justice (ACCESS)
 Radio/telephone headsets
 Multi-line Telephone System
 No Experience

- * 11. Have you had 911 telecommunications training?

Yes No

12. If yes, please list the type of training received and where you received this training?

* Required Question