

**CITY OF YAKIMA**  
invites applications for the position of:



## 9-1-1 Calltaker

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**SALARY:** \$17.18 - \$21.96 Hourly  
\$2,977.87 - \$3,806.40 Monthly

**OPENING DATE:** 08/09/13

**CLOSING DATE:** 08/23/13 04:00 PM

**MINIMUM CLASS REQUIREMENTS:**

***PLEASE NOTE: To be considered for both dispatcher and 9-1-1 positions, separate applications must be submitted for each position.***

***Both the 9-1-1 & Dispatcher positions require individuals to work 12 HOUR SHIFTS which include rotating DAYS and NIGHTS WITHIN THE SAME WEEK. WEEKENDS ARE REQUIRED AS WELL.***

***Candidates MUST PASS a detailed and thorough background and drug screening/history INCLUDING A POLYGRAPH to be considered for either position.***

***This position requires a commitment of several years and is not simply an entry level position for police or fire. It demands maximum schedule flexibility, and a long term commitment.***

***Candidates MUST PASS an extensive background and drug screening/history check to be considered for either position.***

**VERIFICATION OF 30 WPM NET TYPING SPEED WITHOUT ERROR MUST BE SUBMITTED WITH APPLICATION TO BE CONSIDERED. (Typing test must be a minimum of 5 minutes long and be within the past 90 days)**

**APPLICATIONS WITHOUT TYPING VERIFICATION ATTACHED WILL NOT BE REVIEWED.**

For your information, there are free keyboarding/typing skill tests available on-line. One of these sites has a field where you are able to enter your name, take the test, then print your test results ( [www.rapidtyping.com](http://www.rapidtyping.com) . ) TypingQueen is another site which offers free tests, but there are many others. Your name, the date, net words per minute, and the length of time must be included with your submission.

Locally, you may take the keyboarding test at ActNow Human Resources & Development for a \$5.00 fee (3 East "G" Street, Yakima; (509) 454-7989.) You may also contact Yakima Community College and make an appointment (509) 574-4700.

**MINIMUM CLASS REQUIREMENTS:**

One year work experience in a fast-paced and multi-tasked public contact environment (e.g. bank teller, waiter) or a public safety communications environment. Must be able to type accurately at a minimum of 30 words per minute. Must be able to work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays; and overtime as needed. Experience in a public safety communications or dispatch facility is desirable. Must be a citizen of the United States, possess a high school diploma or equivalent, and possess the ability to speak English clearly and distinctly at all times, despite extreme stress. Must successfully pass background check, polygraph, physical exam and psychological evaluation.

## **UNUSUAL WORKING CONDITIONS:**

Work is performed indoors and includes long periods in a seated position in a secured, windowless office with a specialized low-light system. There is limited opportunity for physical movement and rest or meal periods are dependent on workload. May be required to work beyond the normal work schedules. Mental stress may occur due to the nature and urgency of the services provided. Must wear a department uniform.

## **LICENSES, REGISTRATIONS AND/OR CERTIFICATES:**

Possess and maintain: a(n) Emergency Medical Dispatch Certification, First Aid card and CPR certification within one year of employment. Telecommunicator I Training and ACCESS Certification (Retrieve and Delete Criminal Information Training) within one (1) year of employment.

## **JOB SUMMARY:**

Under general supervision, receives, prioritizes, transfers, and enters emergency and non-emergency calls from the public to the appropriate response agency. Performs a variety of responsible, moderately difficult clerical coding and data entry duties; operates one or more types of office or specialized equipment in conjunction with the work; applies independent judgment in making decisions, resolving problems, interpreting laws, ordinances and other guidelines and regulations. Performs other Communications Center work as required. Work is reviewed through consultations, observation and results achieved.

## **ESSENTIAL FUNCTIONS:**

**Duties listed are representative of the types of tasks and functions performed by positions in this class of work.**

Receives incoming emergency and non-emergency 9-1-1 calls; determines the location, nature of the situation and/or medical condition of persons involved; evaluates and prioritizes need; and transfers to appropriate response agency. Assures transfer of emergency information to appropriate response agency(s). Provides emergency medical (EMD) instruction until emergency assistance has arrived. Enters call information into computer aided dispatch system or other data storage system; receives, screens and answers a variety of inquiries by telephone and provides information on the purpose and functions of emergency services.

Maintains the Master Street Address Guide (MSAG) and related data; obtains, verifies and reports new addresses, street additions and other information to facilitate enhanced 9-1-1 call origination information. Supports EMD quality assurance and control requirement tasks. Enters information into and retrieves from a computer records system. Enters data regarding warrants, court orders and pawned goods into state and local data storage systems. Processes requests for confidential information in accordance with state and federal disclosure laws. On request, provides information regarding emergency call history by address and/or phone number to law enforcement or other entitled agencies. Participates in public education events.

Performs a variety of office support functions; maintains operational and confidential department records and files; prepares reports; composes routine or recurring correspondence; assists the operation by performing routine administrative details; relays information using appropriate communications systems. Operates telephone equipment, TDD, FAX machine, computer terminal, copy machine, printers, recorders and other equipment as required.

Requires regular and reliable attendance.

Performs other related duties as assigned.

## **MAJOR WORKER CHARACTERISTICS:**

Knowledge of: computer operations; general office practices and procedures; and, basic arithmetic. Knowledge of emergency services operations and emergency service providers in the Yakima Valley. Ability to: receive, comprehend and rapidly relay accurate information; control telephone conversations to obtain accurate information; provide correct, understandable instructions; perform duties during periods of extreme stress and time limitations; and, learn and apply information, laws, codes, guidelines, directives, policies and procedures related to the job. Ability to: communicate clearly and effectively with the public and other staff members; perform basic mathematical computations; perform varied clerical tasks; and perform touch keyboarding at an acceptable level. Ability to: establish effective working relationships with other employees and representative of other emergency service

provider agencies; and, interact with the public pleasantly and courteously, often under stressful conditions.

**PHYSICAL DEMANDS:**

Work is performed primarily in a windowless office environment while sitting at a desk or computer terminal for extended periods of time. To perform the essential functions of the job, incumbents must be able to perform the following; reaching, fingering, grasping, hearing/listening, seeing/observing, and repetitive motions. Vision abilities required for this job include close vision and the ability to adjust focus; have the ability to see, with or without corrective lenses and well enough to read standard text and text displayed on a video display terminal. May require constant focus on a computer screen for 2 or more hours at a time. Position requires constant precise control of fingers and hand movements. The employee may be required to push, pull, lift and/or occasionally carry up to 20 pounds; have the ability to hear, with or without a hearing aid; and speak well enough to converse on the telephone; have enough manual dexterity to write and type at a terminal keyboard; and have the tolerance to work under pressure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**SCREENING FORM FOR PUBLIC SAFETY CALL TAKER  
APPLICANTS YOU CANNOT BE A YAKIMA PUBLIC SAFETY CALL TAKER IF:**

1. You do not possess or cannot obtain a valid Washington State driver's license.
2. You will not be 18 years old at the time of exam.
3. You are not a U. S. citizen.
4. You have been convicted of D.U.I. within the past five years or have two or more D.U.I. convictions. A diversion or similar action (First Degree Negligent Driving) is the same as a conviction.
5. You have been convicted of any felony charges — traffic or criminal.
6. You have possessed any illegal drug in the past year.
7. You have ever manufactured, sold, offered to sell, distributed, or transported for sale any illegal drugs/narcotics.
8. You have been convicted of any crime involving false swearing.
9. You have been dishonorably discharged from the armed services.
10. You do not successfully pass a Department polygraph or you cannot be certified medically by Department physicians.
11. You have been convicted of a domestic violence related crime, which precludes you from possessing a firearm.

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**YOU ARE NOT LIKELY TO BE HIRED AS A CALL TAKER IF:**

1. Your traffic history shows a continuing and/or recent pattern of poor decision making.
2. Your financial affairs or personal life shows a history of poor judgment and refusal to confront problems. (Example: Nonpayment of child support, ignoring overdue bills, etc.)
3. You have recently or are currently misrepresenting yourself or ignoring any laws. (Example: Not paying taxes, using a false address for school tuition purposes, etc.)
4. You have a pattern of involvement with illegal drugs.
5. Your work history shows a pattern of unexcused absences, discipline, or discharge.
6. People who know you have doubts about your honesty, integrity, or character.
7. You have been involved in significant misdemeanor activity.

**Applicants are also cautioned that government clearances or success in other police agency selection processes are no guarantee of success in our process.**

**This list is not all inclusive and is intended only as a general guideline.**

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**DRUG USAGE - MINIMAL GUIDELINES**

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The City of Yakima will use the following guidelines for automatic rejection of calltaker applicants. Additional screening criteria will also apply. Background Checks and Polygraph Examinations will be conducted on successful candidates.

**ANY USE OF ILLEGAL DRUGS FALLING UNDER THE FOLLOWING CATEGORIES WILL RESULT IN AUTOMATIC REJECTION.**

1. Any illegal drug use within the last year.
2. Injection of amphetamines/methamphetamine.
3. Use of opiates/narcotics (heroin, morphine, etc.) or abuse of prescribed opiate/narcotics.
4. Use of cocaine over five times regardless of time frame. Any injection of cocaine
5. Participating in the manufacture, selling, offering to sell, distribution or transporting for sale any illegal drugs/narcotics, regardless of the time frame.
6. Use of any illegal drugs after submitting an application with any law enforcement agency within the last five years.
7. Use of non-prescribed oral or injectable steroids over five sequences/cycles within the last two years.
8. Use of illegal drugs while employed by a law enforcement agency regardless of the time frame.
9. Use of Marijuana/Hashish over 15 times

**ANY USE OF THE FOLLOWING ILLEGAL DRUGS WITHIN THE PAST TEN YEARS WILL RESULT IN AUTOMATIC REJECTION.**

Use of hallucinogenic drugs (mushrooms, LSD, PCP, etc)

**ANY USE OF THE FOLLOWING ILLEGAL DRUGS WITHIN THE PAST FIVE YEARS UNDER THE FOLLOWING CRITERIA WILL RESULT IN AUTOMATIC REJECTION.**

1. Use of amphetamines/methamphetamine over five times
2. Swallowing/sniffing/smoking illegal amphetamines or methamphetamine one time.
3. Use of crack cocaine one time.
4. Use of free-based cocaine/paste one time.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.yakimawa.gov>

Position #13-00142  
9-1-1 CALLTAKER  
GP

129 N. 2nd Street  
Yakima, WA 98901  
(509) 575-6090

Email address: [jobs@ci.yakima.wa.us](mailto:jobs@ci.yakima.wa.us)

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**9-1-1 Calltaker Supplemental Questionnaire**

- \* 1. I have attached to my application written verification certifying my typing speed of at least 30 words per minute. (Applications without attachments will not be considered.)  
 Yes  
 No
- \* 2. I understand as a Public Safety Employee I MUST be available to work ANY assigned shift.  
 Yes  
 No
- \* 3. I am able to work a rotating work schedule that includes day, swing and night shifts.

- Yes
- No

\* 4. I am able to work all days of the week including weekends and holidays; and overtime as needed.

- Yes
- No

\* 5. I have reviewed the basic screening criteria and drug use information on the job posting. The integrity and quality of my work history and personal background EXCEEDS the standards as listed.

- Yes
- No

\* 6. I realize this screening criteria outlines only MINIMAL standards and to qualify for the position I will need to successfully PASS A DETAILED BACKGROUND & CREDIT CHECK, POLYGRAPH EXAMINATION AND PSYCHOLOGICAL EVALUATION..

- Yes
- No

\* 7. If your experience, education and background meet the minimum requirements, please document where in the "work experience" portion of the application this is outlined. Enter here the name(s) of the employer(s) and your job title(s).

8. Please describe particular skills, experience or training which you believe BEST qualifies you for this position.

\* 9. I hereby certify that all statements made in this application including the supplemental questions are true, complete, and correct to the best of my knowledge, and that any false statement shall be considered sufficient cause for employment disqualification or discharge.

- Yes
- No

\* Required Question