

CITY OF YAKIMA
invites applications for the position of:



Public Safety Dispatcher

SALARY: \$19.59 - \$26.24 Hourly
\$3,395.60 - \$4,548.27 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.

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 .) 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 REQUIREMENTS:

*** Currently employed as a 9-1-1 Call Taker with Yakima Public Safety Communications Center or MEET/EXCEED the following minimum class requirements:**

- Applicants for this position must be a citizen of the United States,
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- Possess a high school diploma or equivalent.
- 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 have computer and telephone work experience,
- Possess good oral and written communication skills, excellent, effective listening skills, and the ability to speak English clearly and distinctly at all times, despite extreme stress. Must be able to accurately and efficiently enter data.
- 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 preferred.

Must successfully pass background check, polygraph, physical exam and psychological evaluation.

UNUSUAL WORKING CONDITIONS:

Subject to stress due to the nature and urgency of the emergency services provided. May be subject to shift changes, sometimes with little notice, to cover manning vacancies. Works in a secured environment with artificial lighting. No smoking is allowed in the building. May be required to work without relief breaks and/or meal breaks. 90% of duties performed in a seated position, with limited opportunity for physical movement. May be required to work beyond the normal work schedule. Must have active telephone service at residence.

LICENSE, REGISTRATIONS AND/OR CERTIFICATES:

Must possess **or** obtain and maintain all licenses, registrations and/or certifications needed to successfully perform the duties of dispatcher including ACCESS and First Aid/CPR.

JOB SUMMARY:

Under general supervision receives emergency and non-emergency requests for fire, emergency medical and law enforcement assistance. Evaluates the information provided to determine the appropriate jurisdiction, equipment and personnel to be dispatched. Operates a variety of electronic equipment to successfully dispatch the appropriate emergency response. Performs related work as required.

ESSENTIAL FUNCTIONS:

The following duties are illustrative only and not all encompassing. Other related duties may be required as a function of this position.

Receives, transmits and records requests for emergency and non-emergency responses via telephone, radio, alarm and Computer Aided Dispatch (CAD) systems.

Uses maps, addresses and other pertinent information to dispatch the appropriate jurisdiction, equipment and personnel.

Monitors and transmits on a variety of radio channels. Assists in testing radio frequencies, periodically makes routine announcements and relays information via radio and/or paging systems.

Monitors and maintains the position and status of the units in the field. Directs the movement of units to other response areas, fire stations and/or jurisdictions so that adequate coverage is provided to all areas during day-to-day and major emergency operations.

Operates a variety of equipment including but not limited to: radio console, CAD system, computer terminals, TDD, alarm systems, recording devices, security devices and other related equipment.

Monitors alarm receiving equipment and processes the information received, taking the appropriate actions; dispatch of emergency units or notifying responsible parties of malfunction or equipment out of service.

May be required to appear in court when subpoenaed.

Informs supervisors of situations that require their attention and notifies the appropriate personnel for repair and testing of the communication center equipment.

Maintains awareness of and complies with Division and Departmental policies, procedures and directives.

Operates the Automated Records and Warrant Systems. Shall be required to operate the ACCESS computer interface with requests for warrants, license checks, etc.

Receives National Warning System information and disseminates appropriate tests and warnings of County, State and National emergencies to various other agencies according to State and Federal regulations.

Requires regular and reliable attendance.

Performs other related duties as assigned.

SECONDARY DUTIES:

Assists in maintaining the cleanliness of the communications center and updates the Center's reference materials.

Performs data entry of reports, statistics, etc. as needed and as operational time allows for the Public Safety departments served.

Makes recording of incidents from the Center's recording equipment in support of public disclosure requests, incident follow-up investigations or court ordered requirements.

Maintains records of construction, repairs and changes in availability of streets, hydrants and sprinkler systems for notifications to the Public Safety departments.

MAJOR WORKER CHARACTERISTICS:

Must have the ability to interpret maps and to learn the roads, streets and major geographic features of the Communications Center's operational area. Must be able to listen attentively and interrogate for needed information, organize details quickly and logically, think clearly, make quick and accurate judgments, speak English clearly at sustained rapid rates in order to transmit information and locations to responding units during emergency situations. Have a working knowledge of the type and uses of the emergency equipment dispatched by the Center. Must be able to operate computers to access CAD and other support information. Must possess

the ability to carry on multiple tasks (hearing, seeing, writing, and/or speaking),simultaneously under stressful situations. Ability to deal with the public in a courteous, efficient, professional manner under stressful situations including verbal abuse. Must be able to work independently or with others in an isolated environment for long periods of time.

PHYSICAL DEMANDS:

Work is performed primarily in 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 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+ 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.

SCREENING FORM FOR PUBLIC SAFETY DISPATCHER
APPLICANTS YOU CANNOT BE A YAKIMA PUBLIC SAFETY DISPATCHER 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.

YOU ARE NOT LIKELY TO BE HIRED AS A DISPATCHER 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.

DRUG USAGE - MINIMAL GUIDELINES

The City of Yakima will use the following guidelines for automatic rejection of dispatch 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.

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

Position #13-00151
PUBLIC SAFETY DISPATCHER
GP

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

Email address: jobs@ci.yakima.wa.us

Public Safety Dispatcher Supplemental Questionnaire

* 1. I can accurately type a MINIMUM of 30 WPM AND I have submitted verification with my application. (Applications will not be considered without this attachment.)

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 need to successfully pass a DETAILED BACKGROUND & CREDIT CHECK, POLYGRAPH AND PSYCHOLOGICAL EXAMINATIONS.

Yes

No

* 7. If your education, experience and background meets ALL minimum requirements, please document where in the "work experience" portion of the application this 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