



King County

Invites Applications for the Position of:

911 Communications Specialist

Apply online at <http://www.kingcounty.gov/jobs>

King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.

OPENING DATE/TIME: 07/18/16 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 08/19/16 04:30 PM (GMT -8:00)

SALARY: \$22.03 - \$32.55 Hourly

LOCATION: Regional Communications & Emergency Coordination Center (RCECC) - 3511 NE 2nd St, Renton

JOB TYPE: Civil Service, Full Time, 40/hrs Wk

DIVISION: King County Sheriff's Office

JOB NUMBER: 2016MB05954

SUMMARY:

For application instructions and requirements, specific to Sheriff Office positions, please visit; [Civil Service Application Requirements](#) (<- click there).

Excellent opportunity for a career in Law Enforcement, partnering with our men and women in the field! Make the difference in someone's life, become a 911 Operator (Communications Specialist).

Communications Specialists serve as Call Receivers and Dispatchers. As a new Communications Specialist you will receive classroom and hands-on training and work as Call Receivers, answering a high volume of calls. Some are routine citizen calls of a non-emergency nature and call receivers offer advice or instructions

to callers, make referrals to other organizations or persons and write routine police reports for less serious crimes. They also answer complex citizen calls that are often of an emergent nature and route the calls to the appropriate Dispatcher.

After 18 months of employment, Call Receivers complete additional required training to advance to Dispatcher. Dispatchers work directly with responding patrol units using telephones and radios to provide information and support to deputies. As a King County Sheriff's Office (KCSO) Communications Specialist you will handle law enforcement calls only. Requests for fire or EMS assistance are routed to other agencies.

Successful candidates must be fast to respond with direct and correct decisions, able to take charge of conversations, obtain accurate information from callers, enter information into a computer system while talking, correctly prioritize emergencies, determine the number of units to send to calls, and maintain all appropriate record keeping.



Check us out on Facebook: <https://www.facebook.com/KingCountySheriff911/>

This position is a civil service position. You can access these rules at [Civil Service Rules](#).

WORK SCHEDULE: This full time position is non-exempt from the Fair Labor Standard Act (FLSA) and is overtime eligible. The Communications Center operates 24 hours per day, 7 days per week. Applicants must be willing to work any shift or workweek, including holidays, weekends and mandatory overtime.

CONTACT INFORMATION: If you have questions regarding this job announcement, please contact Civil Service Senior HR Analyst Mei Barker, at 206-477-7279 or by email at mei.barker@kingcounty.gov.

JOB DUTIES:

General job duties are as listed but not limited to the following

- **Working in partnership** with deputies in the field
- **Serve** as the primary contact for calls coming into the KCSO 911 Center
- **Interview callers** and gather information to be entered into computer system
- **Assign** emergency response priority and route calls for assistance accordingly
- **Communicate** with police units and various emergency agencies using telephones and radios
- **Write** and prepare reports using grammatically correct sentence structure
- **Monitor** pending dispatched call list to ensure units respond when available,
- **Notify** callers of delays
- **Monitor** multiple radio frequencies for calls in progress
- **Serve** as a coordination point for multi-jurisdiction responses
- Perform other duties as assigned

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Ability to work independently and on a team with appropriate, professional interactions
- Ability to maintain confidentiality with information gained – restricting the use of such information for only work related duties

- Ability to conduct telephone interviews and direct the conversation while obtaining critical information
- Ability to comprehend and retain training in allotted timeframes
- Ability to apply general guidelines to specific situations
- Ability to learn from written and oral instructions, directions, observations and mistakes, and applying learned knowledge using good judgment
- Critical thinking skills; ability to act quickly in accordance with established policy and procedures and maintain composure under pressure
- Demonstrated excellent customer service in a team environment
- Ability to communicate with individuals from diverse backgrounds and cultures, including those who speak other languages
- Ability to type 35 WPM
- Skill in using current office software programs displayed on multiple computer screens
- Ability to master proprietary computer programs

Highly Desirable Qualifications:

- Demonstrated interest in community service through work, school, or volunteering
- Experience working successfully in a team environment
- Experience communicating effectively and efficiently with the public in a fast-paced environment, under stressful conditions

SUPPLEMENTAL INFORMATION:

Requirements Upon Hire

- Ability to maintain certification in ACCESS (state criminal database), NCIC (National Criminal Information Center) and WACIC (Washington Criminal Information Center) on a bi-annual basis is required
- Ability to obtain additional licenses, certifications and other requirements determined to meet the business needs of the employing unit

INFORMATIONAL WORKSHOP: To assist you in deciding if this career choice is right for you, we will be offering 4 recruiting workshops where you can learn all about the hiring processes, expectations, and work in the 911 Communications Center.

The workshop dates and times are:

Wednesday, July 27, 2016 from 6:30 – 8:30 PM

Saturday, July 30, 2016 from 10:00 AM – 12:00 PM

Tuesday, August 9, 2016 from 6:30 – 8:30PM

Saturday, August 13, 2016 from 10:00 AM – 12:00 PM

If you would like to attend one of these scheduled workshops, please call **(206) 205-6225** and provide your name, contact number or email, and the date you would like to attend. You may also email Deborah.Nelson@kingcounty.gov to register for a workshop date. Space is limited so you must register with us in order to attend. **We will contact you to confirm your registration.**

General Timeframe: The timeframe and order of this recruitment is provided below. Please note that dates are subject to change based on resource availability.

- 9/6/2016 – 9/9/2016; Written In-Person Examination
- 9/26/2016 – 9/30/2016; Oral Board Examination

UNION MEMBERSHIP: This position is represented by Teamsters, Local 763 and therefore requires union fees.

Note: Online applications are preferred. However, if you cannot apply online, go to www.kingcounty.gov/jobs for other options.

If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.

911 Communications Specialist Supplemental Questionnaire

- * 1. You must be a current US Citizen to apply for civil service positions with the King County Sheriff's Office. Are you now a United States citizen?
- Yes No
- * 2. Can you read, write and speak the English language?
- Yes No
- * 3. The King County Sheriff's Office maintains a list of automatic disqualifiers for employment. This list can be accessed by clicking on this link [Automatic Disqualifiers](#). Please review the disqualifiers and respond to the following question before proceeding. Do you certify that based on your review of the automatic disqualifiers that you are qualified for employment with the King County Sheriff's Office?
- Yes
 No
- * 4. The background of all King County Sheriff's Office employees and applicants is thoroughly checked. The required background investigation will review and evaluate driving records, criminal records, employment histories, military records, personal and employment references, and related information. A polygraph examination is also required. Are you willing to undergo a background investigation and polygraph examination as part of the employment process?
- Yes No
- * 5. To be considered for this position, you must review and follow instructions stated in the [Civil Service Application Requirements](#) link prior to submitting your application. Did you review and follow the instructions? Note that if you select "yes" and neglect to include the required materials, your application will not be considered for the position.
- Yes No

- * 6. The Communications Center operates 24 hours a day, 7 days a week. You MUST be willing and able to adjust to periodic rotations in your work schedule from days, swing, or graveyard shifts. Are you willing and able to work all days of the week, including weekends and holidays?

Yes No

- * 7. How does your experience, qualifications, and skills meet the needs of this position? Be clear and specific – do not write "see resume" or "see job application".

- * 8. To be considered for the position you must agree to following items. Please read each line item carefully. I understand... - I must be able to accept last-minute changes to my work schedule that may require me to cancel personal plans. - I may be required to work mandatory overtime when needed by my supervisor - I must perform work amid multiple and constant interruptions - I may be subjected to abusive and profane language over the phone, and still must deal with the caller professionally - Food is not allowed on the Communications Center work floor - ALL work communications are recorded and subject to public disclosure Do you agree to the line items addressed in this section?

Yes No

- * 9. During the background investigation, will your employers say that you had predictable, reliable, and timely attendance? Note that the background investigator will be in contact with your previous employers.

Yes No

* Required Question