SPOKANE COUNTY

SPOKANE COUNTY
invites applications for the position of:

911 Emergency Call Receiver

SALARY:	$17.85 - $24.09 Hourly $3,093.99 - $4,174.92 Monthly $37,127.93 - $50,099.06 Annually
OPENING DATE:	04/18/16
CLOSING DATE:	Continuous
DEPARTMENT:	911 Communications

JOB SUMMARY:

WHO MAY APPLY: This recruitment is open to all applicants meeting the minimum requirements. Final candidates must successfully pass a criminal background check.

NOTE TO APPLICANTS: This recruitment is open "continuously" and may be used to fill both current and future vacancies. If you applied and tested for a 911 Call Receiver vacancy within the last year, you do not need to re-apply.

TESTING DATES AND PROCESS:
*** Applicants who meet the minimum requirements and standards will receive a phone call to schedule a practical test. We will scheduling testing as a sufficient number of applications are received. Other steps of the hiring process will occur as soon as possible.

If you have questions regarding the practical test or hiring process, please contact Scott Jenkins at 509-532-8959.

***In addition to the above departmental exam, the selection process will also include:
- Oral interviews
- Polygraph examination
- Psychological evaluation
- Criminal background and reference checks

Dear Applicant:

Thank you for considering Spokane County 911 as a potential employer. To be qualified for employment, applicants must pass an extensive application and selection process as well as a thorough background investigation. The background investigation may include, but is not limited to: interview(s); employer reference checks; criminal and driving records checks. After reviewing the background investigation, Spokane County 911, at its sole discretion, will determine if the candidate is eligible for employment.

The effectiveness of the countywide emergency communications system is directly related to the quality of personnel employed by Spokane County 911 and the level of public trust in 911 Call Receivers. This extensive application process is designed to elicit information to assist us in determining your character, suitability, and competence for the position for which you have applied.

PLEASE NOTE: You must complete this online application in its entirety as a required element of the application process. Failure to complete all the required materials, whether intentionally or unintentionally, will disqualify you for employment and will result in your removal from consideration.

This information will be verified by a polygraph screening test.

EXAMPLES OF DUTIES:

Under the general direction of a Spokane Regional Emergency Communications Services Supervisor, performs responsible and complex work in the 911 Emergency Communications Center. Under emergency and routine conditions, processes citizen's calls for law enforcement, fire, and medical aid services in an accurate and timely manner. Processes a variety of non emergency law enforcement calls and law enforcement reports via Crime Check.

(These duties are representative only; position assignments may vary. Duties may include but are not limited to the following:)
Attends work on a regularly scheduled basis and, as necessary, incumbents are prepared to remain on-site, except for supervisory approved meals/breaks, for their entire scheduled work shift.
Responds to emergency calls from citizens by answering 9-1-1 and Crime Check telephones lines.
Answers emergency and non-emergency calls and determines the proper course of action based upon established polices, procedures, and guidelines for specific calls and situations.

Serves as the primary communication link between law enforcement agencies and citizens of Spokane County, operating within established policies, procedures and statutes.

Determines the nature and jurisdiction of the emergency (i.e., fire, medical aid services, and law enforcement) to provide the type of service and/or information required.

Operates a TDD/TTY for hearing/speech impaired callers.

Prepares a variety of law enforcement reports for the Spokane County Sheriff's Office and the Spokane Police Department via Crime Check.

Routes calls to correct dispatcher (i.e., Police/Sheriff, Fire, Medical). Routes service and information calls to a law enforcement dispatcher via Computer Aided Dispatch (CAD).

Accurately completes reports and other miscellaneous documentation as required.

Testifies to accuracy of written reports and the handling of calls when subpoenaed.

Performs other related duties as required and directed.

MINIMUM REQUIREMENTS:

High school diploma or equivalent -AND- one (1) year of any combination of education, training and/or work experience which provides evidence that the applicant possesses the knowledge and abilities required for the position.

Type a minimum of net 30 WPM.

CERTIFICATIONS: Washington State Telecommunication 1 Certification within (6) six months of completion of new hire training or as soon as available via the Criminal Justice Training Commission. ACCESS certification within (6) months of completion of new hire training or as soon as training is available.

LICENSES: Valid driver's license.

Please note: Conditional offers of employment will be made upon the results of a standard hearing test, psychological evaluation, and a thorough background investigation that may include a polygraph examination.

Individuals must be free of impairments that with or without reasonable accommodation would interrupt continuous performance of the essential job duties during a shift lasting in length between eight (8) to twelve (12) hours.

Must have a telephone at residence or carry a cell phone/pager at own expense.

SELECTION FACTORS:

Knowledge of:
- the geography of Spokane County.
- emergency services and communications operations.
- telephone practices and procedures.
- standard office practices, procedures, and equipment.
- applicable laws, codes, statues, regulations, policies, and procedures of local law enforcement agencies.

Ability to:
- think and act quickly and calmly in emergency situations.
- promptly prioritize and make correct decisions to process calls.
- obtain accurate information from callers while entering information into a computer while talking.
- hear and comprehend normal telephone communications.
- remain seated for long periods of time.
- function accurately and efficiently under intense pressure.
- speak clearly and distinctly and use correct English.
- produce form reports accurately, quickly and legibly, using correct grammar and spelling.
- work varying shift schedules and days off.
- understand and follow oral and written instructions.
- establish and maintain effective working relationships with staff and maintain teamwork within the organization.
- establish and maintain effective public/employee relations and deal effectively with people in a multi-cultural society.
- use a variety of electronic equipment including, but not limited to: complex telephone system, Computer Aided Dispatch (CAD), RMS (Records Management System) and TDD/TTY (telephone equipment for the deaf and hearing impaired).
- Prepare law enforcement reports following established training, procedures and practices.
- type net 30 WPM.
- understand the emotional state of callers and remain emotionally detached.
- work confidentially and with discretion.
- multi-task and complete work with numerous interruptions.
- work independently with little direction, recognizing when supervisory direction/intervention may be required.
- work in an environment where the ability to hear and react to multiple simultaneous sounds and visual sources in a timely manner is critical.
- report for and/or stay on duty for up to four (4) hours before or after the regular work shift.
- schedule meals/breaks with the supervisor.
- adhere to appropriate and professional dress and grooming standards.
- read and discern visual images on a variety of media, to include monochrome CRT display screens, phone equipment and printed materials that has been reduced to less than normal size fonts.

Skilled in:
- the use of personal computers.

VETERANS' PREFERENCE:
Veterans' Preference is available for this recruitment. Please submit Form DD214 part 4 AND the following form:
http://www.spokanecounty.org/data/humanresource/doc/VeteransPreferenceApplicationrev08-2.doc with

your required materials for consideration.
More information available here: http://www.spokanecounty.org/hr/content.aspx?c=2131

APPLICATIONS MUST BE FILED ONLINE AT:
http://spokanecounty.org/HR

Position #16-00086
911 EMERGENCY CALL RECEIVER
LW

1229 West Mallon Avenue
Spokane, WA 99260
509-477-5750

Human Resources
(509) 477-5750
hr@spokanecounty.org

Civil Service
(509) 477-4711
cs@spokanecounty.org

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911 Emergency Call Receiver Supplemental Questionnaire

* 1. Do you have a high school diploma or equivalent –AND--one (1) year of any combination of education, training and/or work experience which provides evidence that you possess the knowledge and abilities required for the position?

- ❑ Yes
- ❑ No

* 2. Typing Speed Certification: Note: You must be able to type at least 30 words per minute NET (after adjustments for mistakes). This will be verified during the testing process. I certify that I am able to type at least 30 WPM NET.

- ❑ Yes, I certify to this.
- ❑ No, I cannot certify to this

* 3. My actual NET typing speed is:

* 4. Do you have a valid driver's license?

- ❑ Yes
- ❑ No

* 5. INTEGRITY STANDARDS (This information will be verified by a polygraph screening test.) An applicant will be considered unacceptable if the applicant answers "yes" to any of the following (refers to questions 5 through 11): Have you been fired, quit under duress, or asked to leave from two or more jobs in the last five years?

- ❑ Yes
- ❑ No

* 6. Have you ever falsified or left out significant information on any application?

- ❑ Yes
- ❑ No

* 7. Have you received written warnings from past employers for absenteeism or tardiness more than three times in the past five years? The amount of time must be more than ten minutes and two or more employers must be involved.

- ❑ Yes
- ❑ No

* 8. Have you used, possessed, or experimented with any illegal drug/narcotic in the last year?

- ❑ Yes
- ❑ No

* 9. Have you ever manufactured, sold, offered to sell, distributed or transported for sale any illegal drugs/narcotics?

- ❑ Yes
- ❑ No

* 10. Have you consumed any alcoholic beverages or used illegal drugs/narcotics on the job in the last five years?

- ❑ Yes
- ❑ No

* 11. Have you ever committed or been convicted of any felony criminal offense?

- ❑ Yes
- ❑ No

* 12. ACCEPTANCE OF WORKING CONDITIONS OF EMPLOYMENT: The following "yes" or "no" questions 11 though 15 reflect conditions of employment, which all emergency communications call receivers must accept. If you cannot answer "yes" to all questions, you cannot be employed in this position. I AM ABLE TO HANDLE HIGHLY STRESSFUL SITUATIONS: Work as a 911 call receiver can be emotionally stressful. In order to be successful in this job, employees must be able to hear terrible problems and remain focused, thinking, and able to perform their duties competently. They must have skills for coping with and processing the trauma to which they have been exposed, so they can maintain a healthy and positive work attitude.

- ❑ Yes
- ❑ No

* 13. I AM WILLING TO WORK ANY REQUIRED WORK SCHEDULE: The Emergency Communications Center operates 24 hours per day, 7 days per week. Staff must be willing and able to work any assigned shift, including day, swing, and graveyard; any holidays; and workweeks having any two days off. It may take several years to achieve enough seniority to bid a preferred shift.

- ❑ Yes
- ❑ No

* 14. I AM WILLING TO WORK MANDATORY OVERTIME: Call receivers may be required to work overtime at the discretion of the management.

- ❑ Yes
- ❑ No

* 15. I AM ABLE TO PASS A THOROUGH BACKGROUND INVESTIGATION: Because of their role in law enforcement, applicants are required to pass a thorough investigation of their background. This includes an investigation of conviction records, employment and education history, character and reputation in the community, etc. Applicants may be rejected for reasons including, but not limited to the following: felony convictions, patterns of criminal behavior, drug use, etc.

- ❑ Yes
- ❑ No

* 16. I AM WILLING TO TAKE A DRUG TEST, POLYGRAPH EXAM, AND UNDERGO PSYCHOLOGICAL SCREENING: Because of the life and death consequences possible in this job, it is classified as "safety sensitive." These test help ensure that candidates are reliable, clear thinking and capable of performing the necessary tasks.

- ❑ Yes
- ❑ No

* 17. I certify that all statements in this supplemental application are true and complete. I understand that any false or incomplete entries may subject me to disqualification or dismissal.

- ❑ Yes, I certify to this.
- ❑ No, I do not certify to this.

* 18. Please check the box that applies to your current Union status (if you are not a current Spokane County employee, please select "I am not a Union member").

- ❑ I am a 1553 Union member in the open position's department
- ❑ I am a 1553 Union member in another department
- ❑ I am not a 1553 Union member, but I am a Master Contract member
- ❑ I am not a 1553 or Master Contract member, but I am a Union member
- ❑ I am not a Union member

* 19. This Spokane County department REQUIRES that you enter salary information from your previous employment when completing this application. Have you ensured that you have done so?

❑ Yes ❑ No

* Required Question