



EMPLOYMENT OPPORTUNITY

Communication Support Officer (Job# 2758): \$20.49 – \$24.91 per hour

Communication Officer (Job# 2710): \$23.27 – \$28.28 per hour

Dispatcher (Job# 2730): \$26.32 – \$33.52 per hour

This job posting announces three separate positions at the Law Enforcement Support Agency's Communications Center.

Communication Support Officers:

Under the direction of the Communication Supervisor, perform responsible and complex work in the Emergency 911 Communications Center processing citizens' non-emergency calls by screening calls, recording information and transferring calls as appropriate for law enforcement, fire and medical aid services in an accurate and timely manner; provide routine information and assistance to the public, various law enforcement agencies and other City and County agencies.

Communication Officers:

Receive emergency and routine calls for law enforcement and fire/medical aid agencies, respond to inquiries, and obtain and relay information to appropriate dispatchers or communication centers. Other duties include taking police reports by phone and operating a personal computer effectively in a confined area under stressful conditions.

Dispatchers:

Process citizens' requests for police service, provide information to various city and county law enforcement agencies and field police officers, receive and track complaints and track unit status. Other duties include operating a personal computer and working effectively in a confined area under stressful conditions.

All positions are assigned to a rotating shift schedule, including weekends, and are required to work extended hours frequently.

All employees are expected to conduct themselves in the highest ethical manner at all times consistent with the high standards set forth by the Law Enforcement Code of Ethics.

Minimum Qualifications

- Graduation from high school or equivalent
- Two years of experience in a law enforcement agency or two years of clerical experience involving considerable public contact and multi-tasking
- Must be able to type 45 words per minute

If you meet the qualifications, submit a completed LESA Waiver and Personal History Statement by email to hr@lesa.net. **Incomplete documents will not be considered.**

Background – LESA

The Law Enforcement Support Agency, known by its acronym LESA, is an Intergovernmental Agency formed by Pierce County and the City of Tacoma in 1974 to provide cost effective police dispatching. LESA began providing records management and information services in 1978. Based on a combined ranking of population served and total call volume, LESA is the largest primary Public Safety Answering Point (PSAP) in Washington state with 1% (10,432) less calls and 19% (109,100) more in total population in 2007 than its closest counterpart, the Seattle Police Department Communications Center. As a PSAP, LESA provides 9-1-1 call-taking, emergency dispatch and a records/data channel for 11 police agencies servicing a 2010 population of 713,985 – or about 88% of Pierce County’s population, Washington’s second most populous county. LESA also provides comprehensive records management and information technology services for 16 federal and local law enforcement agencies servicing a 2010 population of 778,655. In this capacity, LESA provides services to 96% of Pierce County’s population! Go to www.lesa.net for more information about the agency.

Services Overview

9-1-1 Communications encompasses the **Communications Support Officers (CSOs)** who process citizens’ non-emergency calls by screening calls, taking police reports by phone, recording information and transferring calls for law enforcement, fire/medical aid services; **Communication Officers (COs)** who receive emergency and routine calls for law enforcement and fire/medical aid agencies, respond to inquiries, and obtain and relay information to appropriate dispatchers or communication centers; and **Dispatchers** who process citizens’ requests for police service, provide information to field police officers and various city and county law enforcement agencies, as well as receive and track complaints and track unit status.

The LESA Communications Center is one of the primary PSAPs (Public Safety Answering Point) in Pierce County. LESA answers 9-1-1 calls for the jurisdictions of the Pierce County Sheriff’s Department and the cities of Tacoma, Lakewood, University Place, Gig Harbor, Edgewood, Steilacoom, DuPont, Fircrest, Roy and Ruston. Additionally, because LESA is a Primary PSAP, we also answer 9-1-1 calls for fire and medical aid and are responsible for transferring those calls to Secondary PSAPs, such as Tacoma Fire and Pierce County Fire (West Pierce). The LESA Communications Center truly is the first of the first responders!

The Information Services Division provides law enforcement, courts, and the public with criminal justice related services 24 hours a day, 7 days a week. Our Records Management System (RMS) was developed in-house and fully automates the National Incident Based Reporting System (NIBRS) standards. Our RMS is a complete regional solution for the criminal justice community that provides seamless flow of data between all interested parties. We are the Information Custodian for Tacoma Police, Lakewood Police, University Place Police, Edgewood Police and the Pierce County Sheriff’s Department. All together, the division provides full and partial services to 16 law enforcement agencies, 5 courts, 3 prosecutor offices, and 2 communication centers.

Some examples of the services we provide include receipt, duplication, distribution, filing and storing of information, as well as the auditing and validation of information. The majority of our public services include concealed pistol license applications, public records requests, criminal history inspections, accident report requests, visa clearance statements, and online incident reporting.

The Hiring Process

CSO, CO, and Dispatcher positions are civil service positions in the field of Law Enforcement. This means that the hiring process is rigorous and lengthy. It also means that the majority of applicants may not qualify to become a CSO, CO or Dispatcher. However, at this point in the process we do not have a good indicator of who will and who won’t be

successful. That is why we are pleased you have taken an interest in the positions and have taken the time to come to the exam.

The exam is a critical part of the hiring process. You will receive your results once the list has been established. This usually takes a few weeks from the date you take the exam. If you pass the exam, you will receive a letter which will show your final score and rank on the list. Those that do not pass the exam will be notified they did not pass.

Once the list is established, the following steps take place:

Pre-interview meeting and panel interview with candidates – these are separate events and usually take place one week after the list has been established.

The Background Process:

Preliminary background review and polygraph – this takes place one to two weeks following the panel interview.

Background investigation – this takes place following the polygraph and continues for several weeks. Being prepared to meet with the investigator and having your contact and reference information organized helps expedite this part of the process.

Psychological examination – this takes place while the background investigation is underway.

Hiring panel review – this takes place once the background investigation is completed.

Interview with the Director of LESA – finalists are recommended to the Director for review and interview, a week or two following the hiring panel review.

Medical exam and drug screening, if a second conditional offer is made.

Candidates must pass all portions of the process in order to be considered for employment. Candidates who do not pass any part of the process are removed from the hiring list.

Effective June 1, 2011, through December 31, 2011, LESA waives the Time Internal Personnel Rule 1.24.590 for applicants for Communications Center positions (Communication Support Officer, Communication Officer and Dispatcher) as we assertively test to fill vital public safety positions at the Communications Center. Any person who competes in an examination for a particular position and fails the examination will be allowed to retest at the next available testing date. At the end of the year, we will reevaluate the need to continue this waiver.

Candidates who are hired will begin a training program and must successfully complete it to be considered a permanent, non probationary employee. The probationary period is one year long and begins on the first day of employment.

All positions are assigned to a rotating shift schedule, including weekends, and are required to frequently work extended hours.

Ensure you keep your address and phone numbers current with LESA Human Resources. If you have updates or changes to your contact information, please contact Donna Dammel at ddammel@lesa.net.