



## EMPLOYMENT OPPORTUNITY

Communication Support Officer (Job# 2758): \$20.09 – \$24.42 per hour

Communication Officer (Job# 2710): \$22.81 – \$27.73 per hour

Dispatcher (Job# 2730): \$25.80 – \$32.86 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 Employment Application by email to [hr@lesa.net](mailto:hr@lesa.net). **Applications received without the required materials will not be considered.**

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### Examination Process

Applicants who meet the minimum qualifications will be notified by e-mail or mail (**e-mail is our preference**) of the time and location of the examination.

The examination is a computer-based test designed to measure your skills in call summarization, prioritization, map reading, data entry, decision making, memory recall, and sentence clarity. The Dispatcher exam will also include split-ear multi-tasking from an audio source. Applicants must pass all portions of the examination process in order to be placed on the relevant job eligible list for interview and hiring consideration.

### Hiring Process

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation, a self-assessment survey, an oral interview, a polygraph examination and a psychological evaluation as part of the pre-conditional offer of employment. This position is covered by a Labor Agreement between The Law Enforcement Support Agency and Teamsters Union Local # 117. An employee in this position will be required to join the union within 30 days of hire.

### Application Process

If you meet the minimum qualifications, submit a completed LESA Employment Application, by email to [hr@lesa.net](mailto:hr@lesa.net) Employment Applications are available on the LESA website Employment page: [www.lesa.net/employment.shtml](http://www.lesa.net/employment.shtml).

If you have questions concerning the application materials please contact Stella Ramirez @ (253) 798-2358 or Donna Dammel @ (253) 798-6078. Because of the secure nature of our facility **we will not** allow applications to be dropped off in person.



## **We're 9-1-1 ... and more!**

**Our Mission** Increase the sense of safety and security throughout our community by gathering, processing and providing timely and accurate information.

**Our Agency** The Law Enforcement Support Agency (LESA) was formed as a result of an agreement between the City of Tacoma and Pierce County in 1974 to provide consolidated police and sheriff emergency communications services. Consolidated records management and technology support services were added in 1978.

Communications, Records Management and Information Technology comprise the three divisions of LESA that provide support services for most law enforcement in Pierce County. With state of the art dispatching and a vertically integrated information system, LESA is a leader in the field of law enforcement support technology. The agency employs over 160 people with a biennial budget of approximately \$39,300,000. For additional information please visit [www.lesa.net](http://www.lesa.net).

**Our Services** The Communications Division provides 911 phone answering and dispatching services for the Tacoma Police Department, Pierce County Sheriff's, and many other customer agencies.

The Records Management Division (or LESA Records) provides 24 hour services to criminal justice agencies. LESA Records serves as the information custodian for Tacoma Police, Lakewood Police, University Place Police, Edgewood Police and the Pierce County Sheriff Department. The division also provides the following public services: general information, concealed pistol license processing, public disclosure processing, inspection of criminal history, insurance requests, and fingerprinting.

Information Technology Division provides innovative technology solutions to the law enforcement community. The division works in full partnership with its customers to deliver integrated information systems and maintains a computer network with over 900 users.

**Our Standards** Selected candidates will undergo an extensive screening process which includes interviews, polygraph testing, psychological screening, a background check, drug screening, and reference checks. These standards are established to insure that the highest quality candidates are selected to serve our community. Apply now for the opportunity to serve your community in one of the most rewarding careers you'll ever have.

**We're 9-1-1 ... and more!**