



CITY OF PUYALLUP  
invites applications for the position of:

# Public Safety Dispatcher - Entry Level Internal posting.

**SALARY:** \$21.12 - \$30.86 Hourly  
\$3,659.96 - \$5,348.86 Monthly  
\$43,919.52 - \$64,186.32 Annually

**OPENING DATE:** 05/01/13

**CLOSING DATE:** 05/13/13 11:59 PM

## **DEFINITION:**

This is public safety dispatching work on an enhanced 911 system. Employees in this classification are responsible for operating a variety of technical communications equipment, to include computer aided dispatching equipment used to receive and transmit information relative to City, law enforcement, fire, ambulance service, public works and a variety of other public assistance requests. Work involves receiving and carefully screening calls to determine appropriate type and level of assistance required and deploying City law enforcement, fire and public works personnel. Employees are required to frequently perform under considerable stress situations and use discretionary judgment when emergency situations arise, especially when multiple assistance calls are received simultaneously. Work includes the performance of a variety of recording and office support tasks associated with communication centers and the departments served. Errors in dispatch work can cause delays in getting emergency assistance to citizens. Work requires careful attention to detail, keen hearing/listening abilities, effective eye-hand coordination and the ability to concentrate on and perform several tasks simultaneously. Employees work rotating shifts for 24-hour coverage and are subject to call-back and mandatory overtime.

To locate the full job classification (e.g. special qualifications) please view:  
[agency.governmentjobs.com/puyallup/default.cfm](http://agency.governmentjobs.com/puyallup/default.cfm)

## **SELECTION PROCESS**

*Preference will be given to those candidates who have public safety dispatching experience or training.* Those applicants whose qualifications most closely correspond to the City's current needs will be contacted via email for testing and/or oral interviews. The appointing authority may conduct second interviews. The successful candidate must serve a six-month trial service (probationary) period.

## **PROCESS**

Successful completion of the thorough background investigation and fingerprint record will be required as a condition of employment.

## **SUPERVISION**

Employees in this position report directly to the Dispatch Shift Supervisor. The nature of this reporting relationship requires employees to perform duties with considerable independence.

## **ESSENTIAL FUNCTIONS:**

- Receives and answers calls for assistance, service or general information by querying the caller to determine location, type of incident, other pertinent information and enters this information into the Computer Aided Dispatch (CAD);
- Determines the type of assistance or service required;
- Relays information to the appropriate public safety or public works unit; refers callers to other City, County or State agencies when appropriate;
- Maintains contact with the public safety field units to ascertain their status by receiving and transmitting messages, orders or instructions to mobile units to investigate complaints, automobile accidents, robberies, vandalism and other related emergencies;
- Receives and transmits messages, orders or instructions to mobile fire units to dispatch additional fire units or obtain other pertinent information or provide services;
- Notifies public works units of inquiries and complaints on services or facilities;
- Processes and secures services or information required by field units by contacting other municipal or state agencies to obtain information;
- Maintains various logs and records of shift activities;
- Monitors radio communications of other municipal and state public safety agencies and responds to request for information as required;

- Accesses computer files to obtain information on vehicle registration, driver licenses, warrants, stolen property and other criminal records;
- Performs related work as required;
- Working on all rotating shifts and maintaining a good attendance record are also essential functions of this job classification;
- Performs other duties as assigned.

## QUALIFICATIONS:

### Ability to:

- Learn basic communication center procedures and operational characteristics of computer equipment including computer aided dispatch software, radio and Teletype equipment;
- Learn federal Communications Commission rules and regulations;
- Learn state laws and City ordinances, policies, and procedures;
- Learn to operate Washington Crime Information Computer systems;
- Speak in a clear, concise, well-modulated voice;
- Think clearly and act quickly and calmly in emergency situations;
- Make critical decisions in stressful situations with minimal assistance or supervision;
- Organize details quickly and logically and to perform a number of actions simultaneously under pressure;
- Accurately receive and relay information on a radio transmitter-receiver unit;
- Become familiar with street and building locations within the City of Puyallup;
- Deal courteously and tactfully with the public;
- Maintain records accurately and legibly;
- Type a minimum of 30 words per minute;
- Work rotating shifts;
- Establish and maintain positive, effective working relationships with those contacted in the performance of work;
- Maintain regular, reliable and punctual attendance.

### Education and Experience:

High school graduation or equivalent and any combination of education, experience, and training that indicates the ability to successfully perform the essential functions of the position listed above. Work experience that includes working with the public, working in stressful situations, and multi-tasking preferred. Work experience in public safety dispatching and/or education pertaining to public safety dispatching preferred.

### SPECIAL QUALIFICATIONS

Possession of or the ability to obtain Dispatcher Certification from the Washington State Criminal Justice Training Commission within 12 months of employment. WACIC/Access Level II Certification. Personnel in this position are required to have a telephone and must provide a telephone number for call-back purposes; Personnel in this position must be US citizens. Ability to pass an extensive law enforcement background and medical check.

## PHYSICAL CHARACTERISTICS AND WORK ENVIRONMENT:

**Constant Demands:** Twisting at the waist, repetitive arm motion, repetitive hand motion, fine finger manipulation, talking, receiving and relaying information: hearing, seeing (reading small print on computer screens and printers), and speaking in a clear, concise, well-modulated voice. **Frequent Demands:** Sitting, standing, reaching (knees to shoulder), handling/grasping, and foot controls. **Occasional Demands:** Walking lifting light objects, typically less than 10 pounds, carrying, reaching below knees and above the shoulder. **Environmental Factors:** Work is performed in an enclosed office setting and is subject to distraction within the setting with moderate noise levels. Essential functions require sitting in an enclosed space for long periods of time. This position requires the wearing of headsets and proper use of other recommended ergonomic equipment.

### GENERAL INFORMATION

**Essential Functions** – The statements contained herein reflect general details as necessary to describe the principal functions for this job, the level of knowledge, skills and abilities typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or to balance the workload.

**Hours of Work** – Public Safety Dispatcher positions require weekend, shift, holiday, overtime, and extended shift work. Work hours will be determined through the collective bargaining agreement.

**Union Affiliation** – This position is covered by a collective bargaining agreement with the American Federation of State, County and Municipal Employees (AFSCME). Union security provisions may require union membership dues or payment of equivalent service fees.

**Equal Employment Opportunity** – The City of Puyallup is an Equal Employment Opportunity (EEO) employer and does not discriminate in any employer/employee relations based on race, color, religion, sex, sexual orientation, national origin, age, marital status, disability, genetic information, veteran's status or any other basis protected by applicable discrimination laws.

**Background** - The City of Puyallup will need to obtain the proper background and criminal history information pursuant to RCW 43.43.830/832 for positions where the employee will or may have unsupervised access to children, developmentally delayed persons or vulnerable adults.

**Disability** – In compliance with the Americans with Disabilities Act, disability will be considered only in the context of an applicant's ability to perform essential functions of the job and to determine reasonable accommodation. Accommodation to participate in the job application and/or selection process for employment will be made upon request with reasonable

notice. Please contact the Human Resources Department for further information. The physical demands described in this job announcement are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Notification** – Following the closing date, all applicants will be Emailed acknowledging receipt of their application. Persons selected for an interview and/or testing will be notified via email, normally within 15 working days following the closing date on the job announcement.

**Not Selected** – No formal notification is usually sent by the City to applicants not selected for an interview or test. Should the same or another position open for which the applicant wishes to apply, he/she must submit another application form and the supplemental questionnaire for the new opening.

**Identification** – Applicants who are offered employment with the City are required to provide proof of identity and authorization to work in the United States within three days of date of hire, as required by the 1986 Federal Immigration Reform and Control Act. A list of acceptable documents verifying identity and authorization to work will be provided to those who are offered employment.

**Drug-Free Workplace** –The City of Puyallup is a drug-free, tobacco-free workplace.

**Note** – The provisions of this job announcement do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.

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The City of Puyallup is an Equal Opportunity Employer

APPLICATIONS MAY BE SUBMITTED ONLINE AT:

<http://www.cityofpuyallup.org>

333 S Meridian  
Puyallup, WA 98371  
253-841-5470

[dchristensen@ci.puyallup.wa.us](mailto:dchristensen@ci.puyallup.wa.us)

Position #IT-13-COM-004  
PUBLIC SAFETY DISPATCHER - ENTRY LEVEL INTERNAL  
POSTING.  
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### Public Safety Dispatcher - Entry Level Internal posting. Supplemental Questionnaire

- \* 1. Considering your work experience, please tell us about your knowledge, skills, and abilities which will be most helpful to you in this position.
  
- \* 2. Public Safety Dispatchers work a variety of shifts for 24-hour coverage and are subject to call-back and mandatory overtime. Is there anything in your schedule (personal life) that would prevent you from working these hours? What experience do you have working shift work?
  
- \* 3. What do you think the concept of "customer service" has to do with this type of work and what are the results of poor customer service, if any?
  
- \* 4. Please tell us about your experience working in stressful situations that required multi-tasking.
  
- \* 5. Preference will be given for candidates who have Public Safety Dispatching experience. Please select the answer that most closely aligns with your Public Safety Dispatching experience.
  - 0 - 1 year
  - 1 - 2 years
  - 2 - 3 years
  - 3+ years but away from dispatching more than 24 months
  - No experience
  
- \* 6. Preference will be given to those candidates who have had Public Safety Dispatching

training and who have completed a certificated course. Please select the answer below that most closely aligns with your public safety dispatcher training if any.

- I have 0 - 1 years of training.
- I have completed a course and have a diploma or certificate.
- I have not received any training for public safety dispatching.

\* 7. Preference will be given for candidates who have experience in jobs that have high call volume, customer service, and high multi tasking skills. Please select the answer that most closely aligns with your level of experience in the following example type jobs.

- Customer Service Call Center
- Air Traffic Controller
- Private Industry dispatching using radio to call out - Trucking, Ambulance etc.
- Not applicable

\* Required Question