

Lateral Applicants - Public Safety Dispatcher

This position requires employees to work in a highly stressful, emergency or multiple simultaneous emergency situations where injury or death of individuals might occur as a result.

Experience:

- Has worked as a public safety dispatcher within one year of application date
- Minimum of 1 year experience, not to include initial training or academy, in a combined 9-1-1 facility with enhanced 911
- Current King County EMD certification or equivalent (NAED, etc)
- T1 and T2 certification or equivalent if from other state
- ACCESS Level 2 certification
- Must be able to pass an orally administered typing test at 35 words per minute.

Knowledge of:

- HIPAA
- ACCESS/OMNIXX systems
- Telephone CPR
- E911 telephone systems and features
- FCC Guidelines
- TTY/TDD
- Modern office equipment including fax machines, computers and windows based applications

Skills:

- Multitask; perform several functions in the same timeframe
- Ability to handle high volume calls with tact, good judgment, initiative and speed
- Question callers while simultaneously typing information into CAD
- Effective communication both written and verbally
- Quickly assess information and remain calm
- Ability to monitor multiple radios and telephone traffic simultaneously
- Remain alert, calm and courteous under extreme stress
- Adapt to changing situations
- Control personal emotional responses and act appropriately under high levels of stress
- Data entry skills with speed and accuracy.
- Ability to simultaneously listen, speak and type with accuracy
- Think clearly and apply common sense.
- Excellent Customer Service