ENTRY LEVEL

COMMUNICATIONS OFFICER (Radio Dispatcher)

SPOKANE COUNTY CIVIL SERVICE COMMISSION

SALARY RANGE: $3,436.36 - $4,636.84/mo. + benefits
CLOSING DATE: Open Until Filled. Applications due **October 19, 2012 @ 4:30 p.m.** for November 9, 2012 test. Applications received after October 19th will be held for a test date to be determined within next six months.
Keyboarding test: October 25, 2012 (October 26th & 27th if needed).
Those who pass the keyboarding test will be scheduled for the written/Criticall combo test.
Written/CritiCall combo test: November 9, 2012 (November 8th if needed).

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Applicant must achieve 45WPM to continue on to the written and CritiCall portions of the test.

NOTE: A pre-test informational open house will be held on Tuesday, October 9 from 6:00-8:30 p.m. at the Spokane County Training Center, 10319 E Appleway, Spokane Valley, WA. **Reservations required.**

The Sheriff's Office is adamant that all applicants on the eligibility list be required to observe this position for a minimum of two hours (preferably more). The applicant should be aware of the requirements and demands of this position before offering a resignation from current employment. Failure to meet this observation requirement may negatively influence the Sheriff's decision to appoint you to this position.

APPLICATION PACKETS: Submit the following documents to Civil Service when filing:

- Civil Service Application packet
- Sealed official high school/GED and college transcripts (if applicable). If unable to submit sealed transcripts at time of application, you must provide proof that they have been ordered.
- DD-214, if applicable (copy). Review RCW 41.14.010 to see how Veteran's Preference is applied.
- Current driver's license (copy)
- Birth certificate (copy of state issued-not hospital issued)
- Social security card (copy)
- **<u>Non-refundable $15.00 processing fee (check or money order payable to SCCSC; no cash will be accepted)</u>**

Application packets without the attached documents listed above will be considered incomplete and will not be accepted.

MINIMUM REQUIREMENTS

- Age 21, United States citizen who can read and write the English language.
- High school graduate or equivalent (GED).
- Vision correctable to 20/20; normal color vision; normal hearing.
- Must be able to type at 45 words per minute accurately. Test will be given.
- Valid driver's license at hire and during employment.
- Applicant must qualify through background review which includes integrity interview and oral boards. Upon conditional offer of appointment, all applicants shall be subject to polygraph, medical and psychological evaluation.
- This is a union position and, as a condition of employment, the selected individual is required to join.

PHYSICAL REQUIREMENTS:

- normal dexterity
- ability to physically and mentally multi-task simultaneously
- vision must be correctable to 20/20
- hearing, color vision and spatial perception must be within normal limits
- environmental factors may include enclosed space restriction (physically connected into console), noise, working within close quarters of others, *may have limitations on breaks due to situations*
- shift work with rotating days off (shifts bid by seniority); may be required to work mandatory overtime and holidays
- may be required to ride with patrol officers to become familiar with patrol procedures and layout of district

SPOKANE COUNTY CIVIL SERVICE COMMISSION
1229 WEST MALLON, SPOKANE, WA 99260-0230
Phone: (509) 477-4711
www.spokanecounty.org/sheriff
EQUAL OPPORTUNITY EMPLOYER

EXAMPLES OF DUTIES (Includes but is not limited to the following):
Receive and transmit radio, computer, and telephone messages to/from units operating in the field.

Receive requests from units and provide follow-up service to units requesting additional information, services, or personnel and maintain awareness of the availability, location, and status of patrol units.

Analyze situations quickly and accurately and take effective action to help assure officer and public safety.

Inquire, interpret, verify, receive, and disseminate information from law enforcement computer networks relating to wanted persons, domestic violence orders of protection, restraining orders, various other civil orders, stolen property, vehicle registrations, etc.

Answer incoming hotline calls from 9-1-1; dispatch patrol cars as necessary; transfer or refer calls to appropriate agency. Maintain awareness of field personnel status and location. Prioritize pending calls-for-service.

Operate various methods of communications and equipment including, but not limited to: Computer-Aided Dispatch (CAD), two-way radio, Teletype, TTY, Emergency Alert System (EAS), Amber Alert, Emergency Notification System (ENS), Washington State Crime Information Center (WACIC), National Crime Information Center (NCIC), National Warning System (NAWAS), and other systems as required for the effective operation of the Communications Center.

Maintain various logs of communication, records, files, and reports as necessary.

Testify in court.

Respond to the Department of Emergency Management situations such as severe weather, hazardous chemical spills, and major disasters or emergencies, as necessary.

May provide dispatcher training either in classroom or dispatch center environments.

Perform variety of clerical duties that require accuracy including typing, database entry, and related duties as required. Clean and dust equipment as needed.

Performs other related duties as required.

BEHAVIORAL STANDARDS:
Respectful, courteous, and friendly to customers, other County employees, and County leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other County employees. Gets along with co-workers and managers. Positively represents the County, maintaining the trust County residents have placed in each of us. Demonstrates honest and ethical behaviors. Maintain professionalism at all times, including high stress situations.

SELECTION FACTORS:
Knowledge of:

- standard methods and procedures of radio communication
- radio communication equipment and its operation
- modern office practices and procedures including English usage, spelling, grammar, and punctuation
- geography of Spokane county and adjacent areas.
- public safety and local government procedures and operations
- operation of CAD systems, multiple computer programs on multiple computer monitor screens, radio dispatching consoles, and associated equipment
- basic principles and procedures of record keeping
- basic principles and practices used in dealing with the public

Skilled in:

- learning to operate emergency dispatch and communications equipment including radio, computers, telephone, and Teletype equipment simultaneously
- type and enter data at 45 wpm with expectation speed will improve to keep up with traffic pursuits/emergency traffic
- ability to accurately input information into computer system including lengthy number/letter combinations
- Windows-based computer operating system along with the use of computer for technical and communication applications
- word processing and/or data entry skills
- communication/interpersonal skills with co-workers, supervisors, and the public sufficient to exchange or convey information and to receive work direction

Ability to:

- get along with others, work as part of a team and accept constructive criticism
- learn standard radio broadcasting and dispatch procedures and rules
- learn, interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions and FCC regulations regarding transmission and reception of public safety radio traffic
- learn the geography of Spokane County including primary and secondary highways, streets, roads, lanes, public buildings, landmarks, businesses, medical facilities, etc.
- learn to quickly obtain critical information and prioritize calls
- work well under pressure, exercise good judgment and make sound decisions in emergency situations
- effectively receive, prioritize, and document input received concurrently from multiple sources under high stress situations and manage priorities
- maintain self-awareness to stressors and find appropriate stress relief
- quickly adjust stress levels and performance levels on a continuous basis
- effectively communicate with and elicit information from upset and irate citizens
- communicate clearly and concisely, both orally and in writing
- think clearly and act quickly and calmly in emergency situations
- make decisions quickly and transmit these to patrol units in the field in a clear manner in emergency situations
- perform work requiring good hearing, good diction and a clear voice
- understand and follow complex oral and written communications
- follow directions, directives, and orders without complete explanation or complete knowledge of the situation
- establish and maintain effective working relationship with subordinates, other personnel, agencies and the public
- maintain confidentiality of sensitive information

All information submitted in the application and in any attachments or supporting documents must be true, correct, and complete. Providing false or incomplete statements will be justification for termination or refusal of employment. All application materials are due by 4:30 p.m. on the close date. POSTMARKS WILL NOT BE ACCEPTED.

By order of the Spokane County Civil Service Commission dated at Spokane, Washington this 4th day of September, 2012.

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Edward Thomas, Jr., Acting Chair

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Nancy J. Paladino, Chief Examiner