



## King County

Invites Applications for the Position of:

### **9-1-1 Communications Specialist**

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace*

**OPENING DATE/TIME:** 07/01/10 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 07/31/10 04:30 PM (GMT -8:00)

**SALARY:** \$19.83 - \$29.30 Hourly

**LOCATION:** Regional Communications & Emergency Coordination Center (RCECC) – 3511 NE 2nd St, Renton

**JOB TYPE:** Civil Service, Full Time, 40/hrs Wk

**DEPARTMENT:** King County Sheriff's Office

**JOB NUMBER:** 2010LL01085

#### **SUMMARY:**

The responsibilities of this classification include answering 9-1-1 emergency telephone calls, determining the nature and geographic location of the emergency and dispatching police mobile units or referring calls to the appropriate agencies. 9-1-1 Communications Specialists respond to a high volume of calls, many of which involve accidents or crimes in progress.

**This recruitment will establish an employment list (valid for one year) to fill current and future 9-1-1 Communications Specialist vacancies within the Sheriff's Office.**

**Who May Apply:** This Civil Service position is open to King County employees and the general public. For more information regarding King County Civil Service Rules you can access these rules by clicking this link: [Civil Service Rules](#).

**Required:** Government Jobs on-line application with completed Supplemental Questionnaire is required. A resume and cover letter are optional. Resumes and cover letters are not accepted in lieu of a completed application. Alternative formats can be requested by calling 206-296-7586 or TTY Relay 711.

You can attach multiple documents if necessary, such as your resume and cover letter to your application.

Your options are:

- Copy and paste one or more documents into the text resume section of the application.
- Attach multiple documents/files in the resume attachment section.

Your application may be rejected as incomplete if you do not include the relevant information in the online application and include the information only on the cover letter and resume. Applications and/or Supplemental Questionnaires that state "see my resume" or "see my personnel file" are considered incomplete and will not be accepted.

**FORMS AND MATERIALS REQUIRED:** Government Jobs on-line application with completed Supplemental Questionnaire is required. Alternative formats can requested by calling 206-296-7586 or TTY Relay 711.

If you have any questions regarding this job announcement, please contact Lisa Longdon, Civil Service Senior Human Resource Analyst at 206-296-8541. Please reference Job No: 2010LL01085.

**WORK SCHEDULE:** This full time position is overtime eligible. The Communications Center operates 24 hours per day, 7 days per week. Applicants must be willing to work any shift or workweek, including holidays, weekends and mandatory overtime.

**IMPORTANT NOTICE:** All candidates who successfully meet the selection criteria and testing will be required to complete a comprehensive background investigation, including a polygraph examination. The expected duration of the selection process is 4-6 weeks, but may vary depending on availability of personnel involved in the examination and selection process, as well as other factors.

#### **DISTINGUISHING CHARACTERISTICS:**

This is a single level classification used within King County's 9-1-1 Call Center. Newly hired Communications Specialists receive classroom and floor training and work as Secondary Call Receivers, answering routine citizen calls of a non-emergency nature, offering advice or instructions to callers, making referrals to other organizations or persons and writing routine police reports for less serious crimes. Secondary Call Receivers receive additional training and advance to Primary Call Receiver, answering complex citizen calls that are often of an emergent nature; calls requiring police assistance are routed to the appropriate Dispatcher. After 18 months of employment, Primary Call Receivers receive additional required training to advance to Dispatcher, the highest level of the class. Dispatchers work directly with responding patrol units using telephones and radios to provide information and support to deputies.

Incumbents in this classification must make fast responses and quick and correct decisions, take charge of conversations, obtain accurate information from callers, enter information into a computer system while talking, make quick decisions regarding the priority to be assigned to emergencies and the number of units to send to calls, and maintain all appropriate record keeping.

#### **JOB DUTIES:**

##### **When serving as Secondary Call Receiver**

- Answer non-emergency telephone calls coming in to the County's 9-1-1 Center; gather necessary information by interviewing callers and enter responses into a computer system

- Determine appropriate procedures and guidelines to apply to specific calls and situations
- Maintain records of calls and actions taken; complete detailed written reports
- Use maps and electronic mapping technologies to locate addresses and jurisdictional boundaries

**When serving as Primary Call Receiver (performs the duties above and the following)**

- Receive emergency calls coming in to the County's 9-1-1 Center. Take charge of conversations, obtain accurate information from callers, enter information into a computer while talking and make quick decisions regarding the priority to be assigned to emergencies
- Assign emergency response priority by determining whether immediate police response could save lives or prevent crimes. Route calls for assistance to the correct Dispatcher or appropriate agency

**When serving as Dispatcher**

- Communicate with police mobile units and other emergency agencies using telephones and radios; make emergency notifications to partner agencies and support services
- Track location and availability of mobile units in assigned area and dispatch police mobile units to locations requiring officer assistance. Monitor pending dispatched call list to ensure unit responds when available, changing call priorities when necessary to save lives or deter crimes. Notify callers of delays
- Run license plate numbers and names as requested by officers
- Monitor multiple radio frequencies if several calls are in progress
- Request backup/assistance from other agencies when necessary to ensure safety of officers
- Perform other duties as assigned

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

- Skill in conducting effective telephone interviews, including directing the conversation while obtaining critical information
- Skill in reading, writing and communicating in English
- Skill in basic math
- Skill in working independently or on a team and interacting effectively and appropriately with others

- Skill in learning new information quickly and in thinking and reacting quickly, clearly, and logically in routine or emergency situations that require rational thought, immediate comprehension and action in accordance with established policy and procedure
- Skill in comprehending and retaining knowledge of laws, ordinances, codes, policies and other pertinent information
- Ability to maintain confidentiality of information gained while working and restricting the use of such information to work duties
- Skill in learning from written and oral instructions, directions, observations and mistakes and applying procedures using good judgment
- Ability to type a minimum of 40 words per minute using grammatically correct sentence structure while listening to a caller on the phone or a deputy in radio transmission
- Skill in communicating with individuals from diverse backgrounds and cultures, including those with language barriers, under extremely stressful conditions
- Skill in performing multiple tasks at the same time
- Skill in communicating on a two-way radio, using codes and language specific to the job
- Skill in using current office software programs including word processing, spreadsheet, database, email and geographic information displayed on multiple computer screens; ability to master proprietary programs

**DESIRED QUALIFICATIONS:**

Competitive candidates will have a stable work history. The most competitive candidates will have experience communicating with the public in fast-paced surroundings and under difficult conditions. Candidates should have confidence in their exemplary oral and written communication skills, in their ability to learn new computer programs, and must be able to deal tactfully and courteously with callers.

**SUPPLEMENTAL INFORMATION:**

- The application and responses to the supplemental questions will be evaluated
- The most competitive candidates will be administered technical skills test to be invited to the oral board interview
- A Civil Service Eligibility list for the position will be developed using a combination of skills test scores and the oral board score
- Ability to work rotating shifts including nights, weekends and holidays and demonstrate predictable, reliable, and timely attendance is required. The incumbent must be willing to work any shift and any scheduled days off and overtime as assigned
- Offers of employment are contingent on passing hearing and medical tests, and a thorough background investigation, which includes a polygraph examination and psychological examination

- Ability to maintain certification in ACCESS (state criminal database), NCIC (National Criminal Information Center) and WACIC (Washington Criminal Information Center) on a bi-yearly basis is required

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

**UNION MEMBERSHIP:** Employees in this job must join the Teamsters Union, Local 763

**TESTING INFORMATION:** This position requires a technical test and/or board interview that is administered at the Regional Communication & Emergency Coordination Center (RCECC) in Renton, WA, only. No out-of-area test administration will be conducted.

All King County Civil Service positions have a graded examination process that applicants must successfully complete with a passing score. All successful applicants will be placed on the ranked eligibility list in order, based on their individual examination score. Due to differences in examinations and/or processes, be sure that you read the position announcement carefully and follow the instructions completely. You can learn more about King County Civil Service hiring by accessing the website at: [Hiring Process](#).

**Important:** Your application must provide clear and detailed information on your relevant education, training and work experience and history. Your application materials must validate your answers to the supplemental questions. If your answers can not be validated, you will not proceed to the next steps of the selection process. This selection process may include but is not limited to: evaluation of application materials and supplemental questions, testing, interviewing, and background investigation. By State law, applicants for Civil Service positions must be United States citizens who are able to read and write the English language.

**Filling Vacancies:** King County Civil Rules, Section 10.3, outline how the King County Sheriff will appoint eligible candidates to vacant positions.

Commission Review of Examination Results in accordance with Civil Service Rules 8, Section 8.4.1, Commission Review of Examination Results, prior to certification from a new employment list, the overall test results must be accepted by the Commission. If the Commission rejects the results, it must state publicly its reasons for so doing. Notice of this discretionary power of the Commission will be clearly stated on all recruiting announcements.

**Appeal Rights:** King County Civil Service Rules, Section 8.6, outline the appeal process for Civil Service exams. This rule is accessible at this link: [Civil Service Rules](#)

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**Alternate formats of this announcement are available by e-mailing [hrcentral@kingcounty.gov](mailto:hrcentral@kingcounty.gov) or calling 206-296-7340.**

**9-1-1 Communications Specialist Supplemental Questionnaire**

- \* 1. Have you tested for the position of 9-1-1 Communications Specialist for the King County Sheriff's Office within the last six months?  
 Yes  
 No
- \* 2. You must be a current US Citizen to apply for civil service positions with the King County Sheriff's Office. Are you now a United States citizen?  
 Yes  
 No
- \* 3. Can you read, write and speak the English language?  
 Yes  
 No
- \* 4. Have you reviewed the list of automatic disqualifiers for employment with the King County Sheriff's Office?

PLEASE NOTE: If you have any questions or concerns regarding the list of automatic disqualifiers for employment, please contact the King County Sheriff's Office Background Unit at (206) 205-0883.

- Yes  
 No
- \* 5. Do you certify that based on your review of the automatic disqualifiers that you are qualified for employment with the King County Sheriff's Office?  
 Yes  
 No
- \* 6. The background of all King County Sheriff's Office employees and applicants are thoroughly checked. The required background investigation will review and evaluate driving records, criminal records, employment histories, military records, personal and employment references, and related information. A polygraph examination is also required. Are you willing to undergo a background investigation and polygraph examination as part of the employment process?  
 Yes  
 No
- \* 7. The Communications Center operates 24 hours a day, 7 days a week. You MUST be willing and able to adjust to periodic rotations in your work schedule from days, swing, or graveyard shifts? Are you willing and able to work all days of the week, including weekends and holidays?  
 Yes  
 No
- \* 8. Are you willing to accept last-minute changes to your work schedule that may require you to cancel personal plans?  
 Yes  
 No
- \* 9. As a 9-1-1 Communications Specialist, you may be required to work overtime at the Manager's discretion. Do you understand that you may be required to work mandatory overtime?  
 Yes

- No
- \* 10. During the background investigation, will your employers say that you had predictable, reliable, and timely attendance?
- Yes  
 No
- \* 11. Can you write and prepare documents using grammatically correct sentence structure?
- Yes  
 No
- \* 12. Are you willing and able to learn to use specialized computer systems?
- Yes  
 No
- \* 13. Are you willing and able to be assigned to the same work station for the duration of your shift?
- Yes  
 No
- \* 14. Are you willing and able to perform work amid multiple and constant interruptions?
- Yes  
 No
- \* 15. Are you willing and able to keep detailed and accurate records of each call you receive?
- Yes  
 No
- \* 16. Are you prepared to accurately record the information as it is being received while processing it and making appropriate and timely responses?
- Yes  
 No
- \* 17. Do you understand you may be subjected to abusive and profane language over the phone, and still must deal with the caller unemotionally?
- Yes  
 No
- \* 18. Do you understand the potential emotional range the calls you handle will take you through?
- Yes  
 No
- \* 19. No food or smoking is allowed on the Communications Center work floor. Are you willing and able to work under these conditions?
- Yes  
 No
- \* 20. Are you willing and able to learn all functions of the job?
- Yes  
 No
- \* 21. Are you willing and able to work under constant electronic surveillance that records all telephone and radio communications?
- Yes  
 No
- \* 22. Are you able to be closely supervised and questioned about why you followed a certain

course of action, without taking it personally?

- Yes
- No

\* 23. All information in your application, including your answers to the supplemental questions, will be confirmed in the course of the required background investigation and polygraph examination. Have you been completely honest with us when completing your application for employment and this questionnaire?

- Yes
- No

\* Required Question