



CITY OF BOTHELL
invites applications for the position of:
Communications
Specialist

SALARY: \$4,415.00 - \$5,613.00 Monthly
 \$52,980.00 - \$67,356.00 Annually

OPENING DATE: 01/01/17

CLOSING DATE: 12/31/17 10:00 PM

DEPARTMENT: Police

JOB TYPE: Regular Full Time

LOCATION: Police Department: 18410 101st Ave. NE, Bothell

POSITION DESCRIPTION:

Please Read:

Applicants who do not have two (2) years of current Dispatcher experience are required to have valid scores available for review on Public Safety Testing's website. If you do not have two years of experience or have not successfully passed the test through Public Safety Testing, please contact them at www.publicsafetytesting.com to schedule your test.

Applicants with two (2) years of current experience are not required to go through Public Safety Testing.

Under general supervision, answers and responds to emergency and non-emergency calls for Bothell Police Department (BPD) and Lake Forest Park Police Department and for other contract agencies; identifies and dispatches appropriate police units, and gathers and relays critical information.

EXAMPLES OF ESSENTIAL DUTIES:

- Answers and responds to multiple incoming emergency and non-emergency calls for the Bothell Police Department (BPD) and Lake Forest Park Police Department (LFPPD) and other contract agencies; interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement and emergency services officers in a concise, organized and understandable manner.
- Provides information, instructions and assistance to the public within scope of authority.
- Provides dispatch services for BPD and LFPPD, and keeps track of personnel, incidents, resources, and trends; assist with officer-generated calls as directed; transfers calls for other emergency services.
- Provides detailed call information to Officers as needed; maintains status and awareness of Police patrol unit locations; monitors message traffic and relays information to Officers.
- Performs inquiries and criminal history checks for officers through the Washington State Patrol ACCESS (A Centralized Computer Enforcement Service System) and other computer information systems as appropriate.
- Enters emergency assistance calls into the computer-aided dispatch incident logs; inputs law enforcement and criminal justice system information into the ACCESS computer system as directed; maintains records and files.
- Contacts other law enforcement and emergency services agencies for additional information and resources as needed, and relays information regarding incidents.
- Monitors BPD video screens and notifies supervisor of security problems.

- Notifies key City personnel on critical incidents; follows all BPD policies and procedures to assure that Officer and public safety is the top priority.
- Enters data to secured database for records and reports; processes forms, records and files; queries system databases as requested; collects statistical data and compiles data for reports.
- Receives and sends information to and from other agencies and jurisdictions.
- Supports the relationship between the City of Bothell and the City Lake Forrest Park and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and City staff; enthusiastically promotes the City goals and priorities in compliance with all policies and procedures.
- Maintains and enforces absolute confidentiality of work-related issues, client records and City information; monitors staff compliance to security procedures and privacy laws, policies and guidelines; performs related duties as required or assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED equivalent; AND one year of customer service experience, preferably in a fast paced, multi-tasking work environment; OR an equivalent combination of education, training and experience.

Knowledge of:

- City policies and procedures.
- Police Department policies and procedures for dispatching law enforcement officers.
- Personal computers, and related law enforcement communications equipment.
- Principles of record keeping, case files and records management.
- Law enforcement agency terminology.
- Applicable state and Federal rules, codes and regulations;
- Local and regional geographical area, road systems, and the locations of landmarks and buildings.

Skill in:

- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Obtaining information from hostile or emotional citizens.
- Communicating clearly and concisely and relaying details accurately.
- Remembering names, numbers and locations, and reading maps quickly and accurately.
- Operating a personal computer utilizing specialized software, and entering information into a computer system with speed and accuracy.
- Establishing and maintaining cooperative working relationships with co-workers and local agencies.
- Closely following verbal and written instructions and procedures.
- Communicating effectively and quickly verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS

A valid Washington State Driver's License may be required. Operator certification for the Washington State Patrol ACCESS (A Centralized Computer Enforcement Service System) and National Incident Management System (NIMS) training is required. Successful completion of a criminal record check is required.

ADDITIONAL INFORMATION:

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a fast paced, high volume call center and includes night, evening, weekend, and holiday shifts. Uninterrupted breaks not guaranteed, must be available for mandatory overtime on short notice.

THE CITY VALUES DIVERSITY IN ITS WORKPLACE AND COMMUNITY. ALL QUALIFIED CANDIDATES ARE INVITED AND ENCOURAGED TO APPLY. THE CITY OF BOTHELL IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF SEX, MARITAL STATUS, RACE, COLOR, CREED, NATIONAL ORIGIN, SEXUAL ORIENTATION, AGE OR

DISABILITY.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.bothellwa.gov/>

Position #2017-00004
COMMUNICATIONS SPECIALIST
SW

18415 101st Avenue NE
Bothell, WA 98011

425-806-6200

humanresources@bothellwa.gov

Communications Specialist Supplemental Questionnaire

- * 1. Each applicant must complete the supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
 - Yes
 - No
- * 2. Have you successfully completed the Dispatcher test with Public Safety testing in the last 15 months?
 - Yes
 - No
- * 3. Are you currently, or have you been in the past six (6) months, a dispatcher for a 911 call center, or similar agency?
 - Yes
 - No
- * 4. If you answered yes to the above question, please identify how many years of experience you have.
 - Less than 1 year of experience
 - More than 1 year, but less than 2 years
 - More than 2 years, but less than 3 years
 - More than 3 years, but less than 4 years
 - More than 4 years, but less than 5 years
 - 5 or more years experience
 - N/A
- * 5. Do you have experience obtaining information from people who are hostile or emotional?
 - Yes
 - No
- * 6. Have you worked in a position that required last minute extension of shift hours or being called in early to extend shift?
 - Yes
 - No
- * 7. Have you worked in situations with frequent interruptions, requiring the ability to shift focus and prioritize job tasks?
 - Yes
 - No
- * 8. Have you had experience in the work place making quick decisions/thinking on your feet?
 - Yes
 - No
- * 9. Have you operated a two-way radio?

- Yes
 No
- * 10. Have you operated a multi-line phone system?
 Yes
 No
- * 11. Have you used a 'split ear'? (Monitoring/listening to two or more things at once.)
 Yes
 No
- * 12. Have you worked for long periods of time without the ability to move about?
 Yes
 No
- * 13. Please give us a brief definition of what customer service means to you.
- * 14. Please tell us what type of interpersonal skills you think are important for this position.
- * 15. Are you able to speak/understand a language other than English?
 Yes
 No
- * 16. If you answered yes, specify what other language(s) you speak/understand. If you answered no, enter N/A.
- * 17. How would you classify your fluency?
 High School/College Courses
 Conversational, but not fluent
 Fluent
 N/A
- * 18. This position will include variable hours and rotating shifts, which will include weekends, nights and holidays. Are you able to work rotating shifts, holidays, and weekends?
 Yes
 No
- * 19. This position will work in our police department. Are you willing to participate in the mandatory background investigation, including, but not limited to a criminal history records check, a complete background and employment investigation, as well as a possible psychological evaluation?
 Yes
 No
- * 20. I certify that all statements above are true to the best of my knowledge. I understand that false statements will be sufficient cause for removal from the hiring process and/or termination.
 Yes
 No
- * Required Question