



CITY OF REDMOND
invites applications for the position of:

Entry Communications Dispatcher

SALARY: \$25.03 - \$31.79 Hourly
\$4,338.00 - \$5,511.00 Monthly
\$52,056.00 - \$66,132.00 Annually

OPENING DATE: 08/31/16

CLOSING DATE: Continuous

JOB TYPE: Regular, Full-time

LOCATION: Public Safety Building, 8701 160th Ave NE, Redmond

DEPARTMENT: Police

JOB RESPONSIBILITIES:

More than anything, our people make us great. Our people bring unique skills and qualities to the table, embrace the values of integrity, accountability and commitment to service--and love working collaboratively to take our City to even greater heights.

In support of the department's mission, "to provide quality policing in partnership with the community," a Communications Dispatcher helps ensure efficient operation of the 911 center including excellent customer service delivery.

Essential Functions:

The following are some of the position responsibilities; please [click here](#) to see the complete classification description.

- Answers emergency and non-emergency calls for service and simultaneously enters this information into the computer using a Computer Aided Dispatch (CAD) System
- Calms, negotiates, advises and provides instructions to callers to obtain accurate and essential information necessary to establish priority and initiate a timely response to emergency calls while providing excellent customer service
- Dispatch police units as appropriate via a trunked radio system; anticipate problems and respond to units as necessary
- Continually updates information as it is received, enters in to computer and updates units as to new information or instructions including follow up and updated status of calls
- Experience handling multiple calls at a time and prioritizing them

Application Process:

The City contracts with Public Safety Testing (PST) to provide testing for the Entry Communications Dispatcher position. We recommend that candidates first apply with Public Safety Testing at www.publicsafetytesting.com. Once you have your PST scores, then apply via www.redmond.gov/jobs by clicking the "Apply Now" button. This is a continuous recruitment and the City and PST applications will be screened as openings occur.

UPON CLOSER LOOK:

A Communications Dispatcher requires:

Knowledge of

- Redmond, WA and its contract agencies service area including streets and landmarks
- Map reading techniques, including directions of travel
- Technical standards, criteria and policies to make timely and appropriate decisions under emergent circumstances
- Two-way radio system for effective communication
- Numerous acronyms and type codes essential to efficient and accurate call processing

Skill in:

- Ability to filter and process multiple, sometimes competing, sources of information
- Ability to accurately capture, retain and relay verbal information using English clearly.
- Possess an excellent vocabulary and verbally communicate rapidly
- Type 35 words per minute while conversing with callers
- Discern several conversations simultaneously, disseminate appropriate information, prioritize actions and respond in an effective manner
- Articulate in a clear, concise manner, disseminating complete and accurate information in a logical and timely basis both orally and in writing
- Condense and organize large amounts of information into readable, sensibly typed remarks in a timely manner and

Ability to:

- Be available for shift work encompassing 24 hour day, seven-day week; inclusive of days, evenings, nights, weekends, and holiday
- Remember numerous details and quickly re-call essential information
- Consistently think clearly and respond quickly in a wide variety of emergency situations
- Deal effectively with people in a multi-cultural society under extremely stressful situations
- Quickly perform multiple time-sensitive tasks in response to visual and sound stimuli with a high degree of accuracy
- Work under stress; be a team player and establish good working relationships; maintain self-control under stressful circumstances.

DO YOU HAVE WHAT IT TAKES:**Education and Experience:**

- High school diploma or equivalent.
- Prefer candidates who have successfully completed a vocational dispatch course.

Requirements:

- Type a minimum of 35 words per minute with at least 90% accuracy.
- Have at least a 70% score or higher for Communications Dispatcher through Public Safety Testing.
- Must be available to work shift work encompassing 24 x 7 schedules including evenings, nights, weekends, and holidays
- Fulfillment of bargaining unit agreement membership is required within 30 days of hire.

Automatic Disqualifiers:

The City of Redmond Police Department will automatically disqualify any individual who has at any time:

- Been convicted of a felony (or pled nolo contendere to a felony charge) or any offense that would be a felony if committed in Washington State, or has been incarcerated for any crime.
- Sold marijuana, narcotics or dangerous drugs.
- All illegal drug use will be closely scrutinized on a case by case basis.
- Had a pattern of abusing prescription medication.
- Been dishonorably discharged from the United States armed forces.
- Received more than two moving traffic violations within the preceding 3 years; or reckless driving violation within the preceding 5 years; or driving while license suspended within the preceding 5 years; or driving while intoxicated within the preceding five years.
- Been involved in more than one motor vehicle accident within the preceding 3 years for which the applicant received a criminal citation and was convicted, forfeited bail, or entered a plea of "guilty" or "nolo contendere."
- Been previously employed as a law enforcement agent and since has committed or violated federal, state or city laws pertaining to criminal activity.
- Committed any serious violation of Federal, State, City or County laws.
- Lied during any stage of the hiring process.
- Falsified his or her personal history questionnaire or application, or failed to disclose pertinent information.
- Been convicted of any crime under a domestic violence statute.
- Unlawful sexual misconduct.

Discretionary Disqualifiers:

The following disqualifiers may, upon review by the Redmond Police Department, make you ineligible to become a City of Redmond Emergency Communications Specialist.

- Alcohol or substance misuse and/or abuse.
- Excessive traffic violations.
- Commission of a felony.
- A demonstrated unwillingness to honor fiscal contracts or just debts.
- Any other conduct or pattern of conduct that would tend to disrupt, diminish, or otherwise jeopardize public trust in the law enforcement profession.

FOR MORE INFORMATION:**City of Redmond Values:**

Integrity: We demonstrate sound, honest, truthful and consistent actions.

Accountability: We take ownership of our actions and responsibilities.

Commitment to Service: We are dedicated to seeking solutions for our community.

Benefits and Compensation:

The City of Redmond offers an excellent benefits package including: medical, dental and vision benefits; paid sick leave, vacation and holidays; life insurance; retirement; and career development including tuition reimbursement. Note: The Redmond Police Department Support employees participate in the Municipal Employees' Benefit Trust (MEBT) program (in lieu of Social Security).

Work Environment:

- Must be available to work shift work encompassing 24 x 7 schedules including evenings, nights, weekends, and holidays
- Must remain at the Center for the full scheduled shift. Uninterrupted lunch and breaks are not guaranteed. Lunch and breaks must be scheduled with the on-duty Supervisor
- Due to the nature of public safety work, overtime may be required
- May be subjected to excited, abusive, foul-mouthed, incoherent, drunk, impaired or hysterical callers

Selection Process:**Written Test:**

The City contracts with Public Safety Testing (PST) to provide testing for the Entry Communications Dispatcher position. A passing score of 70% is required for PST's written test and candidates must be able to type a minimum of 35 words per minute with at least 90% accuracy.

Interview:

Qualified applicants who meet the minimum requirements may be invited to participate in a testing process. As part of the selection process, applicants may be given a test and oral interview. Those requesting "veteran's preference" must complete the appropriate form at the time of the oral interview and provide a copy of their DD214. A passing score of 70% is required.

Background Investigation:

Physical ability, polygraph, psychological, drug screening, medical exam and extensive on-site background investigation will also be required of selected candidates being considered for hire. Any time during or after any portion of the selection process there are questions, concerns, information on review, retest, or an appeal on a decision made, a written request is required from the applicant and will be forwarded to the Redmond Civil Service Commission for their review.

Reapplication:

Applicants who fail one of the phases of the testing process are eligible to reapply for this position after six (6) months from the date of examination. Applicants who fail a component of the background process are eligible to reapply for this position after eighteen (18) months from the date removed from the eligibility list.

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

Position #1600061
ENTRY COMMUNICATIONS DISPATCHER
KH

15670 NE 85th Street
Human Resources - 3rd Floor
Redmond, WA 98052
425-556-2120

redjobs@redmond.gov

Entry Communications Dispatcher Supplemental Questionnaire

- * 1. Have you or will you be applying to the Entry Communications Dispatcher position via Public Safety Testing (PST)?
 - Yes, I have already submitted an application with PST
 - Yes, I will submit an application with PST
 - No, I will not submit an application with PST
- * 2. Do you have any automatic background disqualifiers?
 - Yes
 - No
- * 3. Did you complete or will you include the Personal History Statement with your Public Safety Testing application?
 - Yes
 - No
- * 4. Please select your highest level of education.
 - High school diploma or GED
 - Associate's degree
 - Some college coursework
 - Bachelor's degree
 - Master's degree
 - J.D.
 - Ph.D.
 - None of the above
- * 5. Have you successfully completed a dispatcher certification program?
 - Yes
 - No
- * 6. In the last four years, how many years have you been employed in the public safety field (such as police, fire, or emergency medical services)?
 - No experience
 - Less than 11 months
 - Between 1 and 2 years
 - Between 3 and 4 years
- * 7. What was your Public Safety Testing score for Communications Dispatcher?
 - Between 90 and 100%
 - Between 80 and 89%
 - Between 70 and 79%
 - Less than 69%
 - I do not know at this time
- * 8. Based on your Public Safety Testing test, how many words per minute (WPM) can you type with at least 90% accuracy?
 - Between 70 and 100 words
 - Between 50 and 69 words
 - Between 35 and 49 words
 - Less than 35 words
 - I do not have my words per minute from Public Safety Testing

- * 9. Are you willing to work rotating shifts (day, swing, and graveyard) weekends and holidays?
 - Yes
 - No
- * 10. Are you willing to work mandatory overtime assignments as required?
 - Yes
 - No
- * 11. Why are you interested in being an Emergency Communications Dispatcher for the City of Redmond?

* Required Question