



CITY OF REDMOND
invites applications for the position of:

Lateral Communications Dispatcher

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

OPENING DATE: 08/01/16

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.

Qualified Lateral Emergency Communications Dispatcher candidates have experience taking 911 calls, managing a public safety two-way radio system, and understand the work goes beyond taking calls, this position saves lives.

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 into 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

UPON CLOSER LOOK:

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An Emergency 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
- 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.
- Two (2) years of recent experience (within the last four years) as a telecommunicator and dispatcher in a Public Safety Answering Point (PSAP) facility with enhanced 911 and computer-aided dispatch.

Requirements:

- 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 Emergency Communications Center for the full scheduled shift. Uninterrupted lunch and breaks are not guaranteed. Lunch and breaks must be scheduled with the on-duty Supervisor
- May be subjected to excited, abusive, foul-mouthed, incoherent, drunk, impaired or hysterical callers
- Due to the nature of public safety work, overtime may be required

Selection Process:

This is a continuous recruitment and applications will be screened as openings occur. Those requesting "veteran's preference" must complete the appropriate form at the time of the oral interview and provide a copy of their DD214.

Testing and 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. 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 #1600062
LATERAL COMMUNICATIONS DISPATCHER
KH

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

redjobs@redmond.gov

Lateral Communications Dispatcher Supplemental Questionnaire

- * 1. Please select your highest level of education.
 - High school diploma or GED
 - Some college coursework
 - Associate's degree
 - Bachelor's degree
 - Master's degree
 - J.D.
 - Ph.D.
 - None of the above
- * 2. In the last four years, how many years have you been employed as a telecommunicator/ dispatcher in a police, fire, or emergency medical dispatch facility?
 - No experience in the last 4 years
 - Less than 2 years
 - Between 2 and 3 years
 - 4 years
- * 3. Please provide the name of the 911, computer-aided dispatch program your agency uses.
- * 4. Are you willing to work rotating shifts (day, swing, and graveyard) weekends and holidays?
 - Yes
 - No
- * 5. Are you willing to work mandatory overtime assignments as required?
 - Yes
 - No
- * 6. Why are you interested in being an Emergency Communications Dispatcher for the City of Redmond?
- * Required Question