



PUBLIC SAFETY DISPATCHER

PLEASE READ CAREFULLY

**ANY APPLICATION NOT FILLED OUT COMPLETELY WILL BE AUTOMATICALLY
DISQUALIFIED**

THE JOB:

(Illustrative Only. Any single position assigned to a certain level of this class will not necessarily involve all of the duties listed, and many positions will involve duties which are not listed.)

- Receives telephone calls utilizing complex telephone equipment, listens to callers to accurately ascertain the nature of the call and prioritize information according to standard procedures.
- Maintains accurate record of events, written logs and reports of action taken that may be used in legal proceedings.
- Uses an array of complex references and resources such as Operations Directives Manual, Medical Dispatch Cards, maps, phone directories, reverse directories and others to solve questions, determine appropriate course of action and provide correct level and type of service to the public.
- Rapidly scans Enhanced 9-1-1 Display and compares it with information provided by callers, noting discrepancies, etc.
- Adjusts questioning style based upon the nature of the problem, whether the caller is an adult, child, hard-of-hearing, etc., and the emotional state of the caller (angry, hostile, fearful, confused, etc.)
- Enters information at workstation computer terminal while continuing to question and listen to caller.
- Determines appropriate course of action based upon information obtained from the caller.
- Rapidly scans CRT incident report display for information accuracy and adequacy before forwarding to Dispatch and controls conversation to quickly gather vital information using a courteous but efficient telephone style.
- Work overtime as required.

This recruitment will be used to fill both current and future vacancies in this classification. Please note that Washington County Consolidated Communications Agency operates 24-hours a day, 365-days a year, requiring shift work. New employees typically (after training has been completed) work swing or graveyard shifts. Assigned shifts are determined by seniority bidding.

SALARY: \$18.77/hour in training
 \$19.36 – \$29.91/ hour after training

APPLICATION AND SELECTION PROCESS. To apply you must submit a complete WCCCA application and attend a mandatory orientation. The applicants that submit a complete and timely application will be notified with the date, time and location of the orientation. You may also check the website for updated information regarding the recruitment process.

APPLY TO: Washington County Consolidated Communications Agency
PO Box 6375
Beaverton, OR 97007
FAX: 503-531-1306

TO QUALIFY:

- Type 35 WPM, **NET**
- High school diploma or GED certification.
- 18 years of age prior to hire.
- Hear and distinguish between several voices at the same time while obtaining the necessary information.
- Ability to speak the English language clearly and succinctly.
- Ability to read and comprehend the English language.
- Ability to read and interpret area and street locations maps.
- Ability to function effectively in tense and demanding situations.
- No criminal history.

Knowledge of: Computerized data entry/retrieval and keyboard technology.

Ability to: Assess the emotional state of callers; react quickly and appropriately to citizens' needs in routine and emergency situations; learn, retain and communicate law enforcement, fire and medical emergency dispatching procedures; learn and retain names and locations of geographical areas; prioritize calls based on urgency; operate computer-aided dispatch (CAD) and enhanced 9-1-1 equipment; and perform data entry and retrieval with accuracy.

All candidates submitting the required application will be screened based on minimum qualifications and experience. All candidates meeting the minimum qualifications will be invited to participate further in the pass/fail examination process.

THE COUNTY: Washington County is a developing community of 400,000 located within the Portland, Oregon metropolitan area. The largest city within the County is Beaverton, population 70,000. With easy access to mountains, rivers, and ocean beaches, the region offers abundant recreational and cultural opportunities. Washington County offers excellent livability and a medium cost of living.

BENEFITS: WCCCA provides generous benefit packages that are responsive to the needs of employees. Employees may choose from several employer-paid health care plans, including medical, dental, vision, and prescription drug coverage.

WCCCA participates in the state PERS/OPSRP retirement plan. Other savings and retirement options include credit union eligibility and a deferred compensation plan.

Other benefit programs include confidential counseling for employees and their families, longevity bonuses, life insurance, and generous vacation, holiday, sick, and other leave programs.

EQUAL EMPLOYMENT OPPORTUNITY: It is the policy of WCCCA to recruit and select the most qualified person for positions in the County's service. Recruitment and selection is conducted in an affirmative manner to insure open competition, provide equal employment opportunity and prohibit discrimination based on race, political views, religion, sex, marital status, national origin, age, mental or physical disability, or any other non-merit factors.

IMMIGRATION LAW NOTICE: Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification Form and present documentation verifying identity and employment eligibility.

NOTE: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.



Washington County Consolidated Communications Agency
Application for Employment
An Equal Opportunity Employer

Each question should be fully and accurately answered. No action can be taken on this application until all questions have been answered. Application must be signed and dated, or it will be considered incomplete. Use blank paper if you do not have enough room on this application. **PLEASE PRINT**, except for signature on back of Application. All information given will be available only to persons who have a "need to know" or as required by law. This company will make reasonable accommodation in the application process, if needed.

Today's Date: _____

Name _____ Date you are Available for employment? _____
 Last First Initial

Mailing Address _____
 Street City State Zip

Home Phone _____ Cell _____ How did you hear about us? _____

YES NO

Are you a citizen of the United States or, if not, are you legally authorized to work in the United States?
If offered employment, you will be required to submit identification in accordance with INS rules and regulations.

YES NO

As an adult have you ever been convicted of an offense other than a minor traffic violation? If "yes" please state below the nature, date, and jurisdiction of each conviction. Convictions are evaluated for each position, and are not necessarily disqualifying.

EDUCATION AND TRAINING: Do you have a high school diploma, GED, or equivalent? YES NO

Please list all colleges, universities, military, trade, business or other schools attended.

NAME AND LOCATION OF SCHOOL	MAJOR OR TYPE OF TRAINING	SEM. CREDIT HOURS	QTR. CREDIT HOURS	DEGREE OR CERTIFICATE OBTAINED

LICENSES/CERTIFICATES: List driver's license or other certificates you possess as required by the position applied for.

TITLE	NUMBER	ISSUING AGENCY	DATE ISSUED/DATE OF EXPIRATION

SKILLS/ABILITIES: List any skills/abilities you have which are pertinent to the position applied for.

EMPLOYMENT HISTORY:

Beginning with your present or most recent job, list, in chronological order, your complete work experience, including paid and volunteer positions, military and intern experience. Please attach a separate sheet or sheets if necessary. The information provided must be complete and accurate. **A resume may be submitted but will not be accepted as a substitute for completing this section.**

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		
May we contact your current employer: YES___ NO___		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

EMPLOYMENT HISTORY CONT':

Beginning with your present or most recent job, list, in chronological order, your complete work experience, including paid and volunteer positions, military and intern experience. Please attach a separate sheet or sheets if necessary. The information provided must be complete and accurate. **A resume may be submitted but will not be accepted as a substitute for completing this section.**

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		
May we contact your current employer: YES___ NO___		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Are you at least 18 years of age? YES <input type="checkbox"/> NO <input type="checkbox"/>

I understand and agree that information may be developed through an Agency review of background history records, personal interviews with third parties such as family members, neighbors, friends, associates, former employers, educational institutions, custodians of official records or other sources. Only job-related information developed from such a report will be considered in evaluating my employment application or continued employment. I hereby authorize such persons, companies, organizations or corporations to answer all questions or release any information regarding me for purposes of my application for employment. I hereby release them and WCCCA from any liability and hold them harmless from any claim for releasing any information within their knowledge and/or records.

I certify that the answers given by me to the foregoing questions and during any interviews are true and correct without consequential omissions, and understand that my failure to do so will result in the rejection of my application and, if employed, omissions and/or false statements on this application or during any interviews may result in dismissal. **I understand and acknowledge that this employment application does not constitute an employment contract.** I have had an opportunity to have my questions about this statement's content and intent answered and understand its terms.

In consideration of my employment, I agree to conform to the instructions, rules and policies of WCCCA. Further, I hereby affirm that I am able to perform the essential functions of this job, with or without reasonable accommodation, as outlined in the attached job description and/or announcement.

Date

Signature of Applicant

Signature of Witness

Date