Multi-Agency 911 Dispatcher

Closes On: December 31, 2022 at 11:59 PM PST

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| Location: | Whitcom 911, Pullman, WA 99163 |
| Department: | Whitcom 911 |
| Job Status: | Full-Time |
| Days: | Sun., Mon., Tue., Wed., Thu., Fri., Sat. |
| Rate of Pay: | $3,632 - $4,817 |
| Position Type: | Full-time |
| Status: | Open until filled |
| Details: | HIRING IS ON-GOING! APPLY TODAY! |

**Job Description**

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| This position is responsible for providing emergency radio dispatching and 911 services for a large number of agencies in and around Whitman County, Asotin County, and Moscow, Idaho.  The successful candidate must be able to multi-task in a fast-paced work environment and type 50 words per minute, corrected.  Successful candidates must be able to communicate clearly and effectively using telephone and radio equipment.  Successful candidates will complete 4-6 months of on-site training, in addition to Emergency Medical Dispatch and Emergency Fire Dispatch certification.  Successful candidates will also attend the 40-hour basic dispatch academy. |

**Minimum Qualifications**

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| Applicant must:  Be at least 18 years of age. Type 50 words per minute, corrected.   Have a High School Diploma or equivalent. Have no felony convictions. Pass written and computerized tests as well as a polygraph test. Be able to look at multiple screens and sit for long periods of time. Working in a 24-hour environment, 10- and 12-hour shifts, holiday's and weekends. Attend work on a regular and dependable basis. |

**Selection Factors**

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| **Knowledge, Skills and Abilities**   * Interact in a professional and respectful manner with staff and the public. * Listen, hear, and respond smoothly and quickly to requests for assistance from multiple agencies and the public. * Ability to think, act, and speak clearly, quickly, and calmly in emergency situations. * Stay calm and work well under pressure and in stressful situations. * Correctly prioritize and re-prioritize calls on an on-going basis. * Ability to make critical decisions while following procedures. * Monitor primary and secondary radio channels. * Maintain, update, and apply accurate records by utilizing related information databases, including determining motor vehicle ownership, obtaining driver’s license status and interpreting state and federal warrants and orders. * Ability to understand and follow verbal, and/or written policies, procedures and instructions. * Ability to use logical and creative thought processes to develop solutions according to written specification and/or verbal instructions. * Ability to accept responsibility and account for his/her actions. * Learn and operate multiple computer programs. |

**Uniform Requirements**

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| PHYSICAL, SENSORY AND MENTAL DEMANDS  Work is performed in a fast paced, 24-hour work environment while sitting and/or standing at a work station in a low light and confined environment for 10-12 hours. Physical exertion may be required to lift office supplies up to 25 pounds.  Must be able to sit or stand while observing a computer display screen for long, uninterrupted periods of time. Individual must have adequate hearing and visual acuity to operate successfully in this environment. Must continually demonstrate a high level of mental and emotional stability. Must be free from physical, sensory, or mental impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting from ten to twelve hours. Must have ability to read and discern visual images on a variety of media, to include displays offering very little brightness/darkness contrast, standard flat panel computer monitors, printed matter that has been reduced to less than normal size. type, multi-colored indicator lights which have differing flash rates and color which indicate the status of electronic functions. |

**Tools and Equipment Used**

Computer and multiple monitors, software including word processing, spreadsheet and database programs; copy machine; multi-line and multi-function telephones; fax machine; recording equipment; and radio dispatching equipment.

**Disclaimer**

*The duties listed above are intended only as illustrations of the various types of work that may be performed.  The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Application Special Instructions**

BENEFITS

Whitcom 911 pays for on-the-job training and eligible staff members and dependents receive comprehensive medical, dental, and vision benefits the first day of the month following employment. We offer paid vacation, sick, and holiday time. All employees are required to participate in the Public Employees Retirement System (PERS).

RECRUITMENT PROCESS

The recruitment process can be rigorous, requiring each applicant to take and pass skills–based tests and undergo an extensive background check. Qualified candidates can expect the selection process to last approximately 6-8 weeks; beginning with the skills-based exam administered by Whitcom 911 and ending with a final offer of employment.

The recruitment process includes:

Applying through the City of Pullman Human Resources web site  
Passing Criminal History and Driver’s License checks  
Basic dispatch test  
CritiCall test  
Typing and computer-based skills tests  
Two observation sessions with Dispatch  
Interview  
Background check  
Polygraph Test  
Psychological Examination  
Conditional offer of employment  
Hearing, vision and drug screen  
Final Interview with Director

Please note:

Applicants are only allowed to reschedule for testing or interviews once during the current recruiting process. Failing to participate in any Whitcom 911 scheduled tests or interviews will result in the applicant’s removal of consideration for employment during the current recruiting process. If a candidate fails to successfully pass testing, they must wait one year from their last test to reapply.  
If you are not invited to continue the recruitment process after the psychological evaluation, you will not be allowed to reapply for the 911 Dispatcher position in the future without written authorization from the Whitcom 911 Director.

DISQUALIFICATION FROM EMPLOYMENT CONSIDERATION

All candidates are required to successfully pass the testing and attendance requirements set by Whitcom 911. Our staff members are a key part of the public safety system and their integrity must be beyond reproach. Whitcom 911 conducts thorough pre-employment background investigations on all applicants. Individuals who have demonstrated irresponsibility and/or poor judgment in their life choices may not be hired. You will be disqualified from consideration for employment if you have used LSD, heroin, crack, methamphetamine, or several other illegal drugs, as this list is not all inclusive. Disqualification for prior marijuana use depends on how long it has been, the frequency of use and other circumstances. Failure to disclose pertinent information or attempt to conceal requested information will be grounds for disqualification.

ON THE JOB TRAINING

On the job training includes a comprehensive 5-6 months of on the “floor” training, designed to give probationary 911 Dispatchers the skills and confidence needed to operate in a fast-paced public safety environment.   
Probationary 911 Dispatchers will transition through various trainers, progressively applying the knowledge and skills developed during each previous phase of training. Upon successful completion of the initial training phases, probationary 911 Dispatchers are released to the Mentor phase for 3-4 months minimum.  After completion of Mentor phase, 911 Dispatchers will be fully released to work independently.  
Testing and evaluations are done on a regular basis during each phase of training. Failure to pass a test, or failure to meet performance standards, may result in termination of employment.  
From the time of hire to full release as a 911 Dispatcher is approximately a 12-month process.