



# Public Safety Telecommunicator Trainee (CV19)

Class Code:  
OP1/OP2

Bargaining Unit: Kitsap 911 Employees'  
Guild

KITSAP 911

Established Date: May 15, 2020

Revision Date: Jan 3, 2022

## SALARY RANGE

\$26.46 - \$34.11 Hourly

### CLASS CONCEPT:

#### JOB DESCRIPTION

##### OVERVIEW

Have you ever considered a career in public safety? Kitsap 911 in beautiful Bremerton, WA is searching for Public Safety Telecommunicator Trainees. This position is the first step to becoming a 911 Dispatcher. Our high-performing agency offers employees continued learning opportunities and clear career advancement paths. Kitsap 911 is an award winning emergency dispatch center, providing exceptional public safety emergency communications services every day to our community. Kitsap 911 offers a generous benefit package including a competitive salary, medical, dental, vision, paid sick/vacation, PERS retirement, and more!

Under the direction of the assigned supervisor, the Public Safety Telecommunicator Trainees learn to perform telecommunications work at Kitsap 911 facility in Bremerton, Washington. Public Safety Telecommunicators learn about reception and transmission of E9-1-1 (Enhanced 911 system) telephone and radio emergency medical, fire, and law enforcement service calls, as well as calls and complaints from the public. Training time occurs in both the classroom and on the dispatch floor.

Kitsap 911 is a critical-need 24/7 public safety agency that operates in all weather and emergency conditions. Kitsap 911 values our community's diversity and strives to reflect that diversity within our staff.

Kitsap 911 is an equal opportunity employer and does not discriminate on the basis of race, creed, color, national origin, sex, marital status, sexual orientation, gender identity diversity, age, honorably discharged veteran, veteran status, HIV status, the presence of any sensory,

mental or physical disability, or the use of a trained dog guide or service animal by a person with a disability. Persons requiring reasonable accommodation in the application process or requiring any information in an alternative format may contact Human Resources at 360-307-5821 directly or utilize the Washington Relay Service at 1-800-833-6368.

## **EXAMPLES OF DUTIES:**

### **RESPONSIBILITIES**

#### **ILLUSTRATIVE EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

#### **Essential Job Functions:**

- Study the Standard Operations Procedures (S.O.P.) and appropriate manuals to acquire thorough knowledge of Kitsap 911 operations and procedures.
- Communicate effectively in person, over the phone, and in writing. Public

Safety Telecommunicators must be able to focus on the emergency at hand despite distractions and interruptions.

- Quickly make accurate decisions affecting life and/or property.
- Run license plate numbers and names as requested by officers.
- Understand and follow verbal and written instructions.
- Learn to answer and respond to E9-1-1 phone lines, numerous other phone lines, and text messages that deal with both emergency and routine events, obtain information for and assign priorities to calls for service, and refer calls to proper authority.
- Listen effectively, with the ability to distinguish voices and other sounds through a computer system headset, and respond verbally in a clear concise manner.
- Learn to operate computer aided dispatch system (CAD).
- Maintain familiarity with major roads, streets, hospitals, schools, churches, buildings and other landmarks in Kitsap County.
- Learn to operate Law Enforcement and Fire consoles, monitor, and dispatch and maintain location and status on all in-service and on-call law enforcement, fire, medical personnel and equipment. Handle off duty call-up and multiple responses.
- Learn to respond to telephone requests and relay information between various public agencies using a variety of equipment including the WACIC/NCIC system.
- Learn to answer all law enforcement officers' radio requests for warrant, vehicles, driver and records check information.
- Learn to record information and maintain required logs, event cards and other forms during periods of computer aided dispatch down time.
- Assign emergency response priority by determining whether immediate response could save lives or prevent crimes. Route calls for assistance to the correct Dispatcher or appropriate agency. Communicate with emergency agencies.
- Learn to operate emergency TDD for hearing-impaired caller.
- Appear promptly for work as scheduled.
- Develop effective working relationships with peers, other staff, and user agencies.
- Be organized, proficient at multi-tasking, and handle work assignments effectively and accurately despite interruptions and/or short timelines or deadlines.
- Work a variety of rotating shifts. Kitsap 911 has day shifts, swing shifts, graveyard shifts and other variations that include irregular hours, weekends, holidays and mandatory overtime.

# QUALIFICATIONS:

## Required Knowledge, Skills and Abilities

### Knowledge of:

- General information regarding State and Federal Laws governing secrecy of communications and Kitsap County geography.
- Proper English language, spelling and grammar.
- Computer data entry.

The nature of working in a 911 Dispatch Center requires that our employees:

- Remain in the work area for 10 hour shifts, including not leaving the facility for lunch and breaks.
- Work in a confined high security area with no outside contact while performing dispatch duties.
- Remain alert and engaged regardless of the shift or hour. Kitsap 911 is a 24/7 operation, so work shifts vary.
- Must remain calm and communicate effectively with confused, upset, hostile, or distraught people by phone, while gathering the information necessary to send the correct responders and equipment to the scene. Public Safety Telecommunicators may hear and need to respond to graphic descriptions of violence and/or injury. Control personal emotional responses under high levels of stress.
- Adapt to rapidly changing situations.
- Work closely with co-workers in a teamwork environment.
- Sit for long periods of time while dispatching.
- Have vision sufficient to read written materials and scan/read data on multiple computer screens.
- Speak clearly and hear adequately over a headset to accurately and timely respond to calls.

## QUALIFICATIONS

### **Required Education and Experience**

- One year work experience in a fast-paced and multifaceted public contact environment (e.g. bank teller, waiter) or a large public safety communications environment; **AND**
- Telephone and computer data entry experience.
- Up to nine months training in a 911 telecommunications program may be substituted for up to nine months of the required experience.

### **Preferred Education, Experience or Other Qualifications**

- High school graduate or GED equivalent.

### **Required Licenses, Certificates, Examinations/Tests and Other Requirements**

**Please Note:** The incumbent is responsible for obtaining and maintaining all of the following required licenses, certifications and other requirements.

Prior to employment the successful candidate must:

- Pass a series of written and computer based pre-employment examinations.

- Pass a criminal background check including a national fingerprint check through law enforcement.
- Pass psychological evaluation, drug test, vision test, and hearing test (CALEA 4.3.7 and 4.3.8).

At time of appointment the successful candidate must possess (and maintain during employment) the following:

- Possess a private telephone for 24-hour availability.
- Possess a ready and dependable means of transportation.
- Be willing to carry a pager and/or cellular phone
- Possess a valid Washington State Driver's License.
- Be able to fulfill all traveling requirements of this position and meet the qualifications and guidelines of the Fleet Risk Control Policies in the operation of a motor vehicle on Kitsap 911 business.

Within one year of appointment the successful candidate must:

- Demonstrate proficiency with computer aided dispatch system, call receiving, and law enforcement or fire/medical dispatch prior to complete probationary period.

**NOTE:** Upon completion of the following requirements, a Public Safety Telecommunicator Trainee may be promoted to a Public Safety Telecommunicator 1 or Public Safety Telecommunicator 2:

- Successful completion of the Kitsap 911 Public Safety Telecommunicator Academy and on-the-job training requirements; and
- Certification by the Washington State Emergency Management Division as a Telecommunicator 1 (T1); and
- WACIC (ACCESS level 2) as required by the Washington State Patrol; and
- Emergency Medical Dispatch Certification as required by the Kitsap County EMS Council; and Heartsaver and AED and Adult, Child and Infant CPR Certification.

**Skills and/or Ability to:**

- Appear for scheduled work with regular and punctual attendance
- Establish and maintain cooperative, effective and productive working relationships with citizens, other public safety personnel and coworkers using tact, patience and courtesy. Communicate effectively both orally and in writing.
- Work closely with others in a compatible and mutually supportive way in a teamwork concept. Operate a variety of technological devices.
- Effectively plan and organize work and complete tasks within prescribed timeframes. Learn, memorize and retain relevant information.
- Make quick, accurate decisions affecting life and/or property.
- Handle multiple duties at one time and prioritize duties according to the nature of the request. Think and act rapidly and calmly in emergency situations.
- Adapt to changing situations.
- Control personal emotional responses and act appropriately under high levels of stress.
- Deal effectively with upset, confused, hostile or hysterical people by phone.
- Monitor radio and phone traffic simultaneously.
- Understand and follow oral and written instructions.
- Speak and read English and enunciate clearly while maintaining a rapid speech rate. Listen effectively, precisely hear voices and other sounds through a computer system head-set.
- Deal with sensitive information in a discreet and professional manner. Grasp and retain legal data and computer formats.
- Relay complicated information to road units in a brief yet concise manner immediately. Work with concentration despite any distractions, interruptions or problems.
- Accurately enter information into a computer terminal.
- Work in a confined secure area with no outside contact.

- Remain in work area for 10 hours including lunch and breaks.
- Perform shift work under periodically highly emotionally demanding conditions.
- Work over 40 hours in a workweek as needed.

## **WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

### **Positions in this classification typically require:**

*(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Kitsap 911 provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)*

- Performing work in a high security, high stress/activity communication dispatch center.
- Sitting for long periods of time while performing dispatch duties.
- Reaching, handling/grasping documents.
- Walking short distances.
- Vision sufficient to read written materials and computer screen data.
- Repetitive motions for computer use.
- Clear speaking and adequate hearing sufficient to communicate effectively and respond appropriately through the Computer-Aided Dispatch System.
- Use of telephone-operator type headsets to precisely hear voices and other sounds.
- Working a variety of rotating shifts in a 24 hour-a-day, 7 day-a-week operation with diverse shift schedules (such as day shift, swing shift, graveyard, and other variations) that includes irregular hours, weekends, holidays, mandatory overtime required reporting regardless of weather conditions, and sometimes, limited time off.
- Exertion of force of 20 pounds occasionally and/or 10 pounds frequently to lift/carry/move objects, files, and other materials.

### **Incumbents may be exposed to:**

- Computer monitors, and high noise levels and sounds, i.e. tones and alarms.
- Potentially stressful conditions when communicating with distraught callers, victims of crimes, violent or hostile individuals.

## **JOB REQUIREMENTS:**

### **IMPORTANT INFORMATION ABOUT CRIMINAL CONVICTIONS AND DRUG USE**

#### **HIRING STANDARDS APPLY**

Kitsap 911 is a consolidated 911/public safety dispatch center. As such, all Kitsap 911 employees have access to sensitive law enforcement information, critical public safety infrastructure, or both. Further, employees assigned to Kitsap 911's Operations (dispatch), Information Technology, and Administrative divisions who have access to the National Criminal Information Computer System must meet minimum criminal history standards established by the FBI and Washington State Patrol. Because of the sensitive nature of these positions and responsibility placed on the personnel, a thorough background investigation is completed. The background investigation includes reference checks, interviews, criminal history, driving history, drug screening, and other miscellaneous categories. Any attempt to conceal or misrepresent information solicited during the selection process will result in disqualification.

## **Criminal Conviction Standards**

The following convictions disqualify the individual for employment, unless the Kitsap 911 Director determines that extenuating circumstances exist where the severity of the offense and the time that has passed would support a variance.

- Felony conviction of any kind.
- Misdemeanor conviction over the age of 21 involving use or possession of firearms in the commission of a crime, crime of violence (for example assault and domestic violence), sex offense, fraud.
- Other than those identified above, misdemeanor convictions over the age of 21 may be considered on a case-by-case basis provided they did not occur within the last seven (7) years.
- Misdemeanor convictions under the age of 21 may be considered on a case-by-case basis provided they did not occur within the last five (5) years.

For this purpose, the term "conviction" shall include any disposition adverse to the subject, except a decision not to prosecute, a dismissal, or acquittal; provided, however, that a dismissal entered after a period of probation, suspension, or deferral of prosecution or sentence shall be considered a disposition adverse to the subject.

## **Drug Possession/Usage**

The following drug possession/use disqualifies the individual for employment, unless the Kitsap 911 Director determines that extenuating circumstances exist that would support a variance, considering the severity of the offense and the time that has passed.

"Possession" is defined as having actual physical control of any illegal (non-prescribed) drug for personal use or otherwise.

"Use" is defined as: trying, testing, or experimenting, which includes, but is not limited to tasting, smoking, injecting, absorbing, sniffing, or inhaling.

This standard applies to synthetic versions of Schedule 1-5 drugs:

- Trafficking, selling, offering to sell, or transporting for sale of any illegal drugs, regardless of time frame.
- Use or possession of any non-prescribed Schedule 1-5 drugs (except use or possession of Marijuana/Hashish) over five (5) times combined.
- Use or possession of any non-prescribed Schedule 1 – 5 drugs (except use or possession of Marijuana/Hashish) in the last three (3) years.
- Use or possession of Opiates or Heroin, regardless of time frame.
- Injection of any non-prescribed drugs, regardless of time frame.
- Use or possession of marijuana/hashish since time of Kitsap 911 application for employment.
- Drug use or possession of any non-prescribed Schedule 1-5 drugs after submitting a application, while employed, or after having been employed by a law enforcement agency, (including military law enforcement), regardless of time frame.
- Intentional inhalation (huffed) of any aerosol or substance (nitrous oxide, whippets, paint, glue, DXM, etc) in the last three (3) years.

### **Examples of schedule 1-5 drugs include, but not limited to:**

Schedule 1 (RCW 69.50.204) - Examples could include: Codeine, Heroin, Morphine, Ecstasy, LSD, Peyote, GHB, Methaqualone, etc.

Schedule 2 (RCW 69.50.206) - Examples could include: Opium, Cocaine, Codeine, Hydrocodone, Oxycodone, Methadone, Methamphetamine, Amphetamine, Depressants, Hallucinogenic substances, etc.

Schedule 3 (RCW 69.50.208) - Examples could include: Stimulants, Depressants, Hallucinogens, Ketamine, Anabolic steroids, Hallucinogenic substances, etc.

Schedule 4 (RCW 69.50.210) - Examples could include: Barbital, Diazepam, Fludiazepam, Halazepam, Lorazepam, Phenobarbital, etc.

Schedule 5 (RCW 69.50.212) – Examples could include: Pyrovalerone, Lacosamid, Pregabalin and compounds containing limited amounts of narcotic drugs.

## **RECRUITMENT PROCESS**

**The following is a detailed description of the hiring process:**

**With the health and safety of our employees and applicants in mind, Kitsap 911's recruitment process has temporarily changed due to the COVID-19 outbreak.**

The effectiveness of the Kitsap 911 hinges on the quality of the personnel it employs and the level of public trust in those personnel.

Emergency Communications work is a personal service of the highest order requiring dedication and professionalism in those individuals who are employed in this career field. Mistakes in judgment could cause irreparable harm to the citizens of Kitsap County and the law enforcement, fire and medical response personnel Kitsap 911 serves. In order to achieve this goal our recruitment process is lengthy and thorough and lasts approximately 4 months from job opening to start day.

In order to qualify for a position with Kitsap 911 or to be placed on the hiring register, an applicant must successfully pass each phase before being able to proceed to the next process.

If an applicant does not make it past any part of the hiring process, they cannot re-apply for one year with the exception of the typing test which an applicant can re-apply at the next position posting.

**•PHASE 1: SCREENING** - Candidates are screened on the minimum qualifications and hiring standards after they apply. Candidates **MUST** meet the minimum qualifications and pass the hiring standards to be eligible to be considered for the position. Candidates that do not meet the minimum requirements will be sent notification.

**PHASE 2: CRIMINAL HISTORY CHECK AND REFERENCE CHECK** -A search of State and National Law Enforcement Databases which contain records of driver's license/history, arrests, convictions, warrants, restraining orders, sex offender registration and similar data. Candidates who do not meet Kitsap 911's "Background Standards" are disqualified from further consideration and may not reapply until within the timeline established for their violation. Kitsap 911 requires employment and personal references at the start of the hiring process. A standardized reference check form may be sent to each listed reference at any time during the process. Only include references you want us to contact early in the process on your reference form. Final candidates will be asked to provide additional references later in the process.

**PHASE 3: TESTING** - Tests are given to qualified candidates only. Cutoff scores are predetermined. The test phase is as follows: Typing\* - A link to an online typing test will be sent to qualifying applicants. Candidates must score a minimum of 35WPM including speed and accuracy for Public Safety Telecommunicator positions, and email a PDF of their results to HR@kitsap911.org. Once a candidate provides proof of a passing score to Kitsap 911 HR,

they will be invited to continue the online testing process with National Testing Network (NTN). Applicants will receive notification via email to schedule their tests with NTN. The cost for applicants for the remainder of the testing is \$41 which they will pay directly to NTN when they register to take the following tests: Typing Test – Candidates will take a second typing test to confirm their typing speed and accuracy. Ergometrics Test - The Ergometrics test is used to evaluate whether a candidate possesses the knowledge, skills, abilities, traits, and characteristics necessary to be successful in the position. This test will be proctored online. Job Suitability Self-Assessment - candidates will take a job suitability self-assessment. Work Attitude Questionnaire – candidates will take The Work Attitude Questionnaire for Public Safety (WAQ) test to measure general work attitudes related to integrity. Candidates will be notified via email if they've passed or failed the required testing.

•**PHASE 4: ORAL BOARD/PANEL INTERVIEWS/ASSESSMENT CENTER** - In a virtual panel interview via Microsoft Teams each candidate will be asked a set of standardized questions focused on job related competencies. Although cut off scores are established in advance of the oral board only the top candidates will be contacted to advance to the next phase. Supervisory positions may go through an assessment center which may include an oral board interview. Candidates that are not selected will receive written notification.

•**PHASE 5: BACKGROUND INVESTIGATION** - The Background Investigator will verify applicant's credentials, criminal record and verification of at least three employment and personal references. To assist the Background Investigator the candidate will be required to complete a Personal History form; complete virtual interviews and inquires, phone or mail inquiries; and documentation requests, reviews and certifications.

•**PHASE 6: JOB PREVIEW** – Depending on the agency's outside visitor policy at the time, final candidates may participate in a job preview to gain a more detailed understanding of job duties and requirements. Job preview may include orientation meetings, group questions and answer sessions or job shadowing with trained Kitsap 911 employees. Candidate participation in job shadowing sessions will be evaluated.

**PHASE 7: DIRECTORS INTERVIEW** - Top Candidates will have a virtual interview via Microsoft Teams with Kitsap 911's Director or designee prior to appointment. The Director will ask a set of questions focused on job related competencies.

•**PHASE 8: JOB RELATED MEDICAL EXAMINATIONS** - Final candidates will be required to pass all job related medical examinations, which include a vision examination, hearing examination, drug screen and psychological evaluation. Vision Examination: A qualified medical professional will assess your hearing and determine if your hearing is adequate to perform the essential functions of this position. Hearing Examinations: A qualified medical professional will assess your hearing and determine if your hearing is adequate to perform the essential functions of this position. Drug Screening: Kitsap 911 policy is to test all final candidates to determine the presence of any substances noted in the Drug Possession/Usage section above. Drug screens will be conducted and evaluated by certified technicians. Candidates, who test positive for any substances noted in the Drug Possession/Usage section above, will not be eligible for employment with Kitsap 911. Psychological Screening: An emotional stability and psychological fitness examination conducted by licensed mental health professionals using standardized criteria specifically developed for public safety communications positions. The psychological fitness examination may be conducted virtually or in person, one at a time.

•**PHASE 9: FINGERPRINT CHECK** - Successful candidates are required to submit a fingerprint card which is used to search State and National Law Enforcement Databases. Because this search usually takes more than one month to complete it may be conducted post-employment. Successful completion of the fingerprint search including timely submission of a fingerprint card is required either pre-employment or as a condition of continued



employment. Candidates will schedule a time to submit a fingerprint card at the designated location.

**HIRING REGISTER:** Candidates that are not immediately select but meet all of the minimum qualifications may be placed on a hiring register to be considered in the event that another position may open during the term of the hiring register. The term of the hiring register shall normally be for six (6) months and in no event longer than one (1) year.

Candidates may reapply after one year if they do not pass testing, unless disqualified from further consideration for providing false or misleading information, withholding information, testing positive for illegal substances, cheating, or disruptive behavior. Candidates who do not pass the typing test can apply again at the next position posting, unless they are disqualified for any of the reasons stated above. CALEA standard 4.2.4c: Candidates May Reapply Unless Disqualified for Cause.

Please make sure to enter an accurate telephone number and email on your application. Check your email and on-line account on daily basis during the above time frames. We will primarily be communicating by email.

### **ADDITIONAL DATA**

#### **Organizational**

- Classified as eligible for overtime under the Fair Labor Standards Act (FLSA)
- Kitsap 911 participates in E-Verify
- Kitsap 911 is an Equal Opportunity Employer (CALEA 4.1.4 c)