



CITY OF RICHLAND
invites applications for the position of:

Emergency Communications Dispatcher

SALARY: \$25.67 - \$34.08 Hourly

OPENING DATE: 07/01/22

CLOSING DATE: 07/31/22 12:00 AM

GENERAL SUMMARY:

Starting salary: \$25.67 per hour

As part of the public safety team, the successful candidate will contribute to the safety and welfare of fellow emergency responders and the citizens of both Benton and Franklin counties.

Watch video message from Kennewick Police Chief Ken Hohenberg about the exciting and rewarding career of being an Emergency Communications Dispatcher:

<https://vimeo.com/624819849/5dee407401>.

Please consider the information below when determining if this is a career for you.

Important qualities required:

- Ability to multitask.
- Excellent communication skills.
- Excellent hearing.
- Decision-making skills.
- Empathy – strong desire to help others.
- Listening skills.
- Organizational skills.
- Typing skills.
- Good knowledge of English language.
- Stress tolerance.
- Self-control.
- Dependability.
- Integrity.
- Adaptability. Must be able to work varied hours and rotating schedules.

Positive aspects of the job:

- Good benefits.
- Competitive wages.
- Secure future.
- Work in a team environment with close working relationships.
- Very rewarding work.
- Satisfaction in knowing you made a difference.
- Become a hero in your community.

Fixed facts of the job (some would consider these the challenges of the job):

- Training is lengthy and intensive – usually eight months.
- Regular and predictable attendance is required.
- Required to work different shifts in a 24-7, 365-day work environment.

- Limited flexibility in schedule.
- Likelihood of working many holidays – possibly delaying personal events.
- Schedule may conflict with personal functions and events.
- Required to work scheduled and unscheduled overtime.
- Must have working phone available for contact at any time.
- Required to follow dispatch center policies.
- Must be able to remain at a console workstation for extended periods.
- Work within a chain of command.
- All work is recorded.
- Work in high stress environment.
- Must maintain emotions during chaotic incidents.
- Ability to learn multiple agency response area and local geography.
- Must be able to maintain strict confidentiality of all work incidents.
- Ability to utilize multiple computer screens and keyboards while operating phone lines and radios (multitasking).
- High level of concentration and room awareness required.
- Ability to abstain from marijuana and other illegal drug use while employed with the City of Richland.

Dispatching is often compared to being an Air Traffic Controller – very stressful. Part of our training is to learn to cope with that stress and take care of ourselves.

Some types of calls we deal with (and are trained to handle) include:

- Routine calls of crimes not occurring at the time of the call.
- Call of crimes occurring during the time of the call.
- Calls from people who are intoxicated, hysterical, irrational, confused, demanding, or screaming at you, people threatening suicide, having a minor or serious medical issue, victims of violent crimes, or reporting a lost child or a lost animal.
- Use technology and interview skills to determine callers location should they be unable to provide it.

There is no way to cover everything an Emergency Communications Dispatcher does every day – every day is something new and usually exciting. We encourage you to arrange for a voluntary sit-in with a dispatcher to let you see what this job really entails (*during the COVID pandemic, this may not be an option*).

Please view the [Hiring Brochure](#) for more information and job details.

Click [here](#) to view the complete job description, to include essential functions and working conditions.

MINIMUM QUALIFICATIONS:

EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or GED.
- One (1) year of customer service experience involving substantial customer interaction in a fast-paced environment.
- Working knowledge of Microsoft Office Outlook and Word.
- Data entry skills with speed and accuracy; ability to type 35 wpm with accuracy.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Valid driver's license.
- Obtain and maintain ACCESS Level I or II certification within six (6) months of hire date.
- Obtain CPR and Emergency Medical Dispatch (or equivalent) certifications within one (1) year of hire date.

Please review the [Hiring Standards](#) brochure for further details on hiring standards, to include temporary or permanent disqualifiers.

DESIRABLE QUALIFICATIONS:

- Prior successful experience in a fast-paced and multi-tasked public contact environment (e.g. medical intake, bank teller, server, or barista) or a public safety communications environment.
- Knowledge of Benton and Franklin County streets, locations, and landmarks.
- Excellent oral communication skills to include a clear and confident speaking voice with good diction.
- Demonstrated background providing excellent customer service with tact, patience, and courtesy while maintaining a calm and professional demeanor with callers who may be verbally abusive, emotionally upset, uncooperative, or frightened.

SUPPLEMENTAL INFORMATION:

Final selection will be made based on qualifications, skills testing, and an oral board interview process. Be advised that prior to working in this position for the City, and on a regular basis while employed in this position, you are required to obtain and maintain certification in use of state and federal law enforcement databases and/or to be granted access to City facilities that house confidential criminal justice information.

Final candidate(s) selected will be required to successfully complete and pass a comprehensive background/reference process to include: job suitability assessment, integrity interview, fingerprinting, polygraph, psychological evaluation, and a pre-employment physical examination (including drug/alcohol screening) commensurate to the position.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.ci.richland.wa.us>

Position #2022-00001
EMERGENCY COMMUNICATIONS DISPATCHER
BW

625 Swift Blvd
Human Resources / MS-12
Richland, WA 99352
(509) 942-7392

richlandhr@ci.richland.wa.us

Emergency Communications Dispatcher Supplemental Questionnaire

- * 1. Do you have a valid driver's license?
 - Yes
 - No
- * 2. Do you have a High School diploma or GED?
 - Yes
 - No
- * 3. Which best describes your experience in a fast-paced and multi-tasked public contact environment or a public safety communications environment?
 - I have no experience.
 - I have less than one year of experience.

- I have more than one year but less than three years of experience.
- I have more than three years of experience.
- * 4. Which best describes your keyboarding skills (ability to type at least 35 WPM with accuracy)?
 - I can type at least 35 WPM with accuracy and I understand I will be tested to prove this ability.
 - I can NOT type at least 35 WPM with accuracy.
- * 5. Which best describes your knowledge of Benton and Franklin County streets, locations, and landmarks?
 - No knowledge.
 - Some knowledge (can find my way around fairly easily).
 - Good knowledge (familiar with the main roads and highways).
 - Excellent knowledge (born and raised here or lived in the area a long time).
 - Expert knowledge (have been in the capacity of creating, mapping, and/or daily study of maps of the region).
- * 6. Which best describes your experience working shift work (i.e. swing shift, graveyard shift, weekends and holidays, and rotating schedules).
 - No experience.
 - Experience working outside of normal business hours (i.e. evenings & weekends).
 - Experience working after midnight.
 - Experience working swing shift, graveyard shift, weekends and holidays, and rotating schedules.
- * 7. Are you available and willing to work 12-hour rotating shifts which include day shifts and night shifts, and mandatory weekends and holidays?
 - Yes
 - No
- * 8. Are you available and willing to work overtime and be on call for up to 12 hours a shift?
 - Yes
 - No
- * 9. If selected for this position you will be required to successfully complete and pass a comprehensive background/reference process to include: job suitability testing (SAR), integrity interview, fingerprinting, polygraph, psychological evaluation, and a pre-employment physical examination (including drug/alcohol screening) commensurate to the position. Are you willing and able to go through this process if selected?
 - Yes
 - No
- * 10. I have reviewed the Hiring Standards, to include temporary or permanent disqualifiers, and I fall within the acceptable guidelines.
 - Yes
 - No

* Required Question