



## King County 911 Communications Specialist

<b>SALARY</b>	\$36.21 - \$50.47 Hourly \$75,316.80 - \$104,977.60 Annually	<b>LOCATION</b>	Renton, WA
<b>JOB TYPE</b>	Civil Service	<b>JOB NUMBER</b>	2026SR26235
<b>DEPARTMENT</b>	KCSO - Sheriff's Office	<b>DIVISION</b>	Support Services
<b>OPENING DATE</b>	01/08/2026	<b>CLOSING DATE</b>	Continuous
<b>FLSA</b>	Non-Exempt	<b>BARGAINING UNIT</b>	K3 : PP&OCED L763-CommunicationSpec
<b>FULL- OR PART-TIME</b>	Full Time	<b>HOURS/WEEK</b>	40 hours/week

### Summary

Join the King County Sheriff's Office (KCSO) Communications Team as a 911 Communications Specialist (911 Call Receiver)! KCSO is seeking individuals with a desire to serve their community and who possess exceptional customer service and communication skills. A career as a 911 Communications Specialist offers an outstanding opportunity to directly impact lives by making a difference in critical moments. You'll play a crucial role in improving the quality of life within our community.



The King County Sheriff's Office Communications Team handles calls from unincorporated King County, twelve cities, Metro Transit Police, King County Airport Police, and King County Animal Control. Over half a million people rely on our Communications Specialists and other King County Sheriff's Office personnel. This position is open to the public. This recruitment will establish an employment list (valid for one year) to fill current and future vacancies within the Sheriff's Office. For information regarding King County Civil Service Rules, visit the Civil Service website [here](#).

<https://www.youtube.com/embed/58yUjcGKWjl?&wmode=opaque&rel=0>

### Job Duties

### **As a Communications Specialist, you will:**

Use telephones and radios to provide critical information and communicate directly with callers and Deputies in the field.

As a King County Sheriff's Office (KCSO) Communications Specialist, you will handle law enforcement calls only.

Requests for fire or EMS assistance are immediately transferred to other agencies.

### **General job duties include, but are not limited to:**

- Receive, prioritize, and route emergency and non-emergency calls from the public and other agencies.
- Gather information from calling parties and enter the type, location, and all required information for emergency calls into the Computer Aided Dispatch (CAD) System. Route calls for service to correct Dispatcher or appropriate emergency agency.
- Assign response priority by determining whether immediate response could save lives or prevent crimes. Relay pertinent information via radio.
- Retrieve information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, and criminal histories. Relay information to Deputies via radio.
- Record information and maintain required logs and event cards.
- Manage multiple radio frequencies and radio communications simultaneously.
- 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.
- Communication center employees may hear and need to respond to graphic descriptions of violence and/or injury.

### **In this role, incumbents must have the ability to:**

- Manage uncertainty and be adaptable. Simultaneously receive emergency calls, take charge of the conversation, and gather critical information.
- Demonstrate the ability to act calmly, quickly, and with accuracy in a variety of emergency situations.
- Multi-task complex situations that may be fluctuating within a short time period.
- Be a quick learner. Comprehend basic principles and terminology applied to law enforcement and emergency management as applied to the operation of the communications center.
- Make quality decisions. Follow moderately complex oral and written instructions and use knowledge and judgement to make quality decisions. Have the ability to evaluate problems and apply sound judgment in a high stress, critical incident management environment.
- Instill trust within the organization and community. Interact with the public pleasantly and courteously, often under stressful conditions. Demonstrate Sheriff's core values, including integrity, in all aspects of work.
- Communicate effectively. Exhibit patience and remain calm and professional while questioning callers for whom may have limited English proficiency, or with callers who may be verbally abusive, emotionally upset, uncooperative or frightened.
- Demonstrated ability to write clearly, using correct grammar, spelling and punctuation.
- Be interpersonally savvy. Establish and maintain effective working relationships with employees, law enforcement personnel, and the public.
- Be resilient. Exhibit composure during high pressure situations that may occur. Demonstrate the ability to maintain personal well-being and resiliency, including the ability to manage stress.
- Basic computer skills.
- Work overtime on regularly scheduled workdays, as required by agency needs.
- Work Schedule: The Communications Center operates 24 hours a day, 7 days a week, including holidays and weekends. Communications Specialists must be willing to work any shift or workweek, including overtime, as assigned.
- After 18 months, Call Receivers may be eligible for additional training to advance to **Communications Specialist - Dispatcher**. Dispatchers use telephones and radios to provide critical information and communicate directly with and support deputies in the field.

### **2026 Pay Scale**

**911 Call Receiver:** \$36.21 - \$43.77 hourly

**911 Dispatcher (eligible after 18 months):** \$45.90 - \$50.47 hourly

## Experience, Qualifications, Knowledge, Skills

### Basic Requirements:

- You must be a United States citizen, Lawful Permanent Resident, or deferred action childhood arrival (DACA) recipient.
- You must have the ability to read, speak and write in the English language fluently.
- You must be at least 18 years of age at the time of application.
- Pass the 911 Dispatcher technical exam with Public Safety Testing, as well as the typing exam. Once both of those exams are successfully completed those scores must be sent to KCSO in order to move forward in the process. The typing exam **must** be passed with 35 wpm and 90% accuracy. Testing with Public Safety Testing must be done within 30 days of applying.
- You must have a high school degree or a GED.
- Verify that you **do not** meet any of the KCSO Automatic Disqualifying Behavior requirements. To avoid a delay in the application process with our agency, you **must** complete a fully up to date, detailed, and specific personal history statement (PHS) with Public Safety Testing (PST).
- You must be able to meet all KCSO background standards as listed in section 10.14 of the Civil Service Rules. Background requirements will be evaluated throughout the hiring process.

### Are you the one we are looking for?

- To be considered for this position candidates must have a minimum of one (1) year experience providing a high level of customer service and have the aptitude and skills necessary, including but not limited to:
- Strong attention to detail and the ability to quickly shift from task to task.
- Ability to control personal emotional responses and act appropriately under high levels of stress.
- Strong organizational skills, being flexibility and adaptable in changing situations.
- Strong people skills and high level of customer service.
- Ability to follow moderately complex oral and written instructions and to speak the English language clearly and quickly with a well-modulated voice.
- Strong critical thinking skills and the ability to act quickly in accordance with established policy and procedures and maintain composure under pressure.
- Effectively communicate in writing using English grammar, spelling, and punctuation.

## Supplemental Information

- **STEP 1 - Complete Technical Exam.** The technical exam is administered by Public Safety Testing (PST). Candidates will need to complete the technical exam **AND** separate typing test through PST. To schedule an exam, please visit PST's website. Select KCSO as agency to ensure your scores are received. This is a scored component of the examination process. Once completed make sure to have your scores released to the King County Sheriff's Office. The typing test is a critical component of your written test score, and you are required to complete the online typing test within 90 days (before or after) your written exam. In order for your scores to be sent you must pass both exams with 35 WPM and 90% accuracy.
- **STEP 2 - Complete and submit a complete, detailed and specific Personal History Statement (PHS) through Public Safety Testing (PST).** If a PHS is not completed at the time of application, your application will be incomplete. If a PHS is not completed, you will be notified by King County Civil Service and given a deadline to complete your PHS. If one is not completed by the provided deadline, you will be removed from the application process. **Note:** Starting pay for new hires will be at step (2) two, which is 33.28/hourly
- **STEP 3 - Complete an online employment** application at www.kingcounty.gov/jobs. The employment history should go back at least 10 years if you have 10 years of employment (or more to include relevant experience). **Incomplete applications, not up to date applications or answering "see resume" will not be considered.** *If you do*

*not take the PST exam first, your application will only be held for 30 days. You will be expected to complete the PST written and typing test within 30 days of application.*

- **STEP 4- Review the list of KCSO Automatic Disqualifiers**, as well as KCSO background standards as listed in 10.14 of the King County Civil Service Rules and verify your qualification for employment with King County Sheriff's Office. The background of each applicant will be evaluated at each step of the recruitment process. **Be thorough and honest** at each phase, including in your response to the PHS and KCSO Automatic Disqualifier questions. Documents must be complete, specific and up to date. A KCSO Background Detective will review the personal history statement when applications are submitted. Background standards are evaluated throughout all steps of the recruitment and hiring process.
- **STEP 5 - Oral Board Exam (Interview)** Candidates who have submitted all required application materials, meet the basic requirements for the position, and pass the technical exam will be invited to self-schedule for an oral board interview. This oral board is a scored examination and will be used to establish candidate's rank on the Eligibility List). This is a scored component of the examination process.
- **Eligibility List & Background Investigation** Candidates who pass both the technical and oral board examination will be placed on an eligibility list. Eligible candidates will proceed with the background investigation process in order of their rank on the list. The background investigation process may take up to 8-10 weeks to complete.

*Please note: The recruitment timeline is subject to change due to resource availability. The hiring and selection process is lengthy, requiring multiple months to complete.*

### **To Apply:**

If you are interested in pursuing this position, please follow the instructions above very carefully. If you need this announcement in an alternate language or format, would like to request accommodation or assistance in the application or assessment process or if you have questions, please contact the recruiter listed on this job announcement.

If you have questions about this job posting or the recruitment process, please contact Sara Rogers at [sarrogers@kingcounty.gov](mailto:sarrogers@kingcounty.gov)

If you have questions about a career as a 911 Communications Specialist with King County Sheriff's Office, please contact KCSO recruiting at [KCSO911jobs@kingcounty.gov](mailto:KCSO911jobs@kingcounty.gov)

### **King County is an Equal Employment Opportunity (EEO) Employer**

No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation and pregnancy), age, genetic information, disability, veteran status, or other protected class. Our EEO policy applies to all employment actions, including but not limited to recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation.

### **Benefits**

King County offers a highly-competitive compensation and benefits package designed to meet the diverse needs of our employees and support our employees' health and well-being. Eligible positions receive the following benefits and have access to the following programs:

- Excellent medical, dental, and vision coverage options: King County provides eligible employees with options, so they can decide what's best for themselves and their eligible dependents
- Life and disability insurance: employees are provided basic coverage and given the opportunity to purchase additional insurance for both the employee and eligible dependents
- Retirement: eligible King County employees may participate in a pension plan through the Washington State Department of Retirement Systems and a 457(b) deferred-compensation plan
- Transportation program and ORCA transit pass
- 12 paid holidays each year plus two personal holidays
- Generous vacation and paid sick leave
- Paid parental, family and medical, and volunteer leaves
- Flexible Spending Account
- Wellness programs
- Onsite activity centers
- Employee Giving Program
- Employee assistance programs
- Flexible schedules and telecommuting options, depending on position
- Training and career development programs

For additional information about employee benefits, visit our [Benefits, Payroll, and Retirement Page](#).

This is a general description of the benefits offered to eligible King County employees, and every effort has been made to ensure its accuracy. If any information on this document conflicts with the provisions of a collective bargaining agreement (CBA), the CBA prevails.

**NOTE:** Benefits for Term Limited Temporary (TLT) or Short Term Temporary (STT) positions, including leave eligibility and/or participation in the pension plan through the Washington State Department of Retirement Systems, will vary based upon the terms and details of the position. Short Term Temporary positions are not eligible for an ORCA transit pass.

For inquiries about the specifics of this position, please contact the recruiter identified on this job posting.

**Employer**

King County

**Address**

King Street Center  
 201 South Jackson Street  
 Seattle, Washington, 98104

**Phone**

206-477-3404

**Website**

<http://www.kingcounty.gov/>

**911 Communications Specialist Supplemental Questionnaire**

**\*QUESTION 1**

You must be a United States Citizen, Lawful Permanent Resident, or Deferred Action for Childhood Arrival (DACA) recipient. Are you now a United States citizen, Legal Permanent Resident or DACA recipient?

- Yes
- No

**\*QUESTION 2**

Can you read, write and speak the English language?

Yes

No

**\*QUESTION 3**

You are required to be at least 18 years of age when submitting your application for this position. At the time of this application, are you at least 18 years of age?

Yes

No

**\*QUESTION 4**

Are you requesting Veteran's Preference Points?

Yes

No

**QUESTION 5**

If you are requesting Veteran's Preference Points. A copy of your DD 214 or other proof of military service is required. Please confirm that you have either attached the required document to your application or will provide it upon request.

Proof is Attached

Proof will be provided upon request

Not applicable

**\*QUESTION 6**

Are you requesting King County Sheriff's Office Explorer Points? You must have served as an active KCSO Explorer for two (2) years and have completed a minimum of 850 hours of KCSO Explorer training and/or service hours.

Yes

No

**\*QUESTION 7**

How many years of experience do you have providing a high level of customer service? Your application and work history must support your response.

No Experience

Less than 1 year

One to two years

Two to three years

More than three years

**\*QUESTION 8**

Have you completed both the written and typing test with Public Safety Testing and had your scores released to the King County Sheriff's Office? If these are not completed, your application is incomplete, and you will not be moving forward until they are received (within 30 days).

Yes

No

**\*QUESTION 9**

What is your Public Safety Testing (PST) typing WPM/Accuracy? You must have added KCSO at your PST examination. Your score will be verified upon application submission. Without these scores your application will be considered incomplete, and you will not be moved forward in the application process.

**\*QUESTION 10**

*The background of all King County Sheriff's Office employees and applicants are thoroughly checked.* The required **background investigation** will review and evaluate driving records, criminal records, criminal behavior, employment histories, military records, personal and employment references, and related information. Candidates who pass the initial background investigation will be required to complete a polygraph. **Are you willing to undergo a background investigation and polygraph examination as part of the employment process?**

Yes

No

**\*QUESTION 11**

The King County Sheriff's Office maintains a list of automatic disqualifiers for employment. This list can be accessed by clicking on this link [Automatic Disqualifiers](#). Please review the disqualifiers and respond to the following question before proceeding. **Do you certify that based on your review of the automatic disqualifiers that you are qualified for employment with the King County Sheriff's Office?** Note - This information will be verified prior to scheduling an oral board interview.

Yes

No

\* Required Question