

SNOPAC 9-1-1 COMMUNICATIONS

JOB ANNOUNCEMENT

1121 S.E. Everett Mall Way Suite 200
Everett, WA 98208-2832
(425) 407-3911
Fax (425) 407-3969
www.snopac.snohomish.wa.us

SNOPAC is an Equal Opportunity Employer. SNOPAC actively encourages applications from all persons regardless of race, color, creed and/or religion, sex, age, disability, national origin and marital status.

POSITION VACANCY 9-1-1 CALL TAKER

SNOPAC 9-1-1 is currently seeking qualified candidates for the position of 9-1-1 Call Taker. Our continuing objective is to provide professional, efficient, and reliable communication services to both the community and its user agencies. SNOPAC is a 9-1-1 Police, Fire and Medical Dispatch Center serving Snohomish County and dispatches emergency and non-emergency calls to 37 user agencies. In 2007, Call Takers received in excess of 559,000 9-1-1 calls and Dispatchers processed over 646,000 events.

QUALIFICATIONS

- Speak and record information in acceptable English grammar and spelling
- Represent SNOPAC in a professional courteous manner via personal, telephonic and written means
- Able to learn and operate complex Computer Aided Dispatch (CAD) equipment
- Able to understand and follow moderately complex and oral and written instructions, perform several tasks simultaneously
- Able to self motivate with minimal supervision
- Able to maintain the confidentiality of information
- Willing and able to comply with rules, policies, regulations and procedures
- Able to work at an assigned position for extended periods of time
- Able to work any day of the week and on any shift (day, swing or graveyard)
- Able to modify work hours when required
- Able to attend mandatory meetings outside of normal work hours
- Able to handle daily interactions with hostile or hysterical citizens, and exposure to multiple events of human tragedy

GENERAL DUTIES

The 9-1-1 Call Taker is responsible for efficiently receiving 9-1-1 calls from the public and relaying public safety information by operating a Computer Aided Dispatch (CAD) terminal. Work is performed under supervision of a Shift Supervisor within the prescribed rules, regulations and policies set forth by the SNOPAC Board of Directors. There is a one-year probationary period. We are a closed shop, requiring union membership.

SALARY RANGE

The salary range for this position is \$3,620 - \$4,029 per month

TESTING PROCESS

All applicants must complete a SNOPAC employment application. If admitted to the testing process, applicants will be asked to provide a Certification of Typing skills with a minimum of 40 words per minute with 98% accuracy (on-line tests are not considered valid). After an oral board interview, qualified candidates will be scheduled to take the ERGO METRICS video test. The top candidates selected for hire will be required to complete a background investigation, psychological assessment, fingerprinting and pre-employment drug and physical screens. Employees hired for this position will receive 16 weeks of training, including a basic dispatch academy and on-the-job training.

SNOPAC 9-1-1 COMMUNICATIONS
EMPLOYMENT APPLICATION

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This form must be filled out completely, including signature and date.

Position Applied For _____ Today's Date _____

APPLICANT INFORMATION				
Last Name		First		M.I.
Street Address			Apartment/Unit #	
City		State		ZIP
Home Phone		Alt. Phone		E-mail Address
Are you legally authorized to work in the U.S.? Yes <input type="checkbox"/> No <input type="checkbox"/>				
In the past 7 years, have you been convicted of a crime? Yes <input type="checkbox"/> No <input type="checkbox"/> <small>(a conviction record will not necessarily disqualify you for employment)</small>				
If yes, please explain:				
Do you currently have any relatives employed at SNOPAC? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, who?				
If hired, can you perform the essential functions of the job with or without reasonable accommodation? Yes <input type="checkbox"/> No <input type="checkbox"/>				

EDUCATION			
High School		Address	
Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>		Degree	
College		Address	
Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>		Degree	
Other		Address	
From	To	Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>	Degree
Trade/Other Training		Address	
From	To	Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>	Degree
Professional Licenses	License Number	Date Issued	Expiration Date

ADDITIONAL KNOWLEDGE & SKILLS
List any technical skills, clerical skills, special equipment used, typing speed, fluency in a foreign language, etc.

EMPLOYMENT HISTORY

Company		Phone
Address		Supervisor
Job Title		Hours worked per week
Responsibilities		
From (Mo/Yr)	To (Mo/Yr)	Reason for leaving/considering change
May we contact your previous employer for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>		

Company		Phone
Address		Supervisor
Job Title		Hours worked per week
Responsibilities		
From (Mo/Yr)	To (Mo/Yr)	Reason for leaving
May we contact your previous employer for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>		

Company		Phone
Address		Supervisor
Job Title		Hours worked per week
Responsibilities		
From (Mo/Yr)	To (Mo/Yr)	Reason for leaving
May we contact your previous employer for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>		

Company		Phone
Address		Supervisor
Job Title		Hours worked per week
Responsibilities		
From (Mo/Yr)	To (Mo/Yr)	Reason for leaving
May we contact your previous employer for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>		

Did you work for any of the above companies or attend school under a different name? Yes No

If yes, under what names were you known to them? _____

Comments or additional information: _____

Where did you first learn of this position? _____

DISCLAIMER AND SIGNATURE

I hereby certify that to the best of my knowledge the answer made heron are true and complete. I understand that if employed, any misrepresentation of facts on the application is sufficient cause for dismissal. I understand that continuation as a regular employee depends upon successfully performing work assigned to me during a trial period.

I also understand that prior to employment I may be required to successfully complete a background investigation, fingerprinting, physical and drug screen.

SNOPAC provides for Veterans Preference in accordance with RCW 41.04., in competitive positions. For credit, you must attach DD214 form other appropriate discharge papers indication service dates/discharge status/medals awarded.

Signature _____ Date _____

SNOPAC 9-1-1 COMMUNICATIONS
SUPPLEMENTAL QUESTIONNAIRE

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Employment in public safety communications requires a thorough background check on each applicant who passes the practical typing, oral examination and testing phases. Upon acceptance of an offer for a position, the successful applicant may be required to complete a background investigation, psychological assessment, fingerprinting and pre-employment drug and physical screens.

Please respond to the following inquiries:

SUPPLEMENTAL QUESTIONS

1. SNOPAC operates 24 hours per day, 7 days per week. Shift assignments are made through business necessity and seniority. Employees must be willing and able to work on any shift and on any day, including holidays. Are you willing to work any required schedule? Yes No

2. Employees may be required to work overtime at management's discretion. For example, there must be coverage 24 hours/day, 7 days/week. If an employee does not report to work, the employee on the previous shift must stay until other staff arrangements can be made. Are you willing to work overtime? Yes No

3. Can you meet all job attendance requirements? Yes No

4. In any of your previous positions, were you ever disciplined or counseled for attendance or tardiness problems? Yes No
If yes, please explain:

5. In any of your previous positions, do you have any history of forced resignation, termination or failure to pass a probationary period (please do not include military history)? Yes No
If yes, please explain:

6. Do you currently use illegal drugs? Yes No

7. Are you or were you a member or associate of any group that advocates the violent overthrow of our constitutional form of government or that seeks to alter the government by unconstitutional means? Yes No
If yes, name the organization and explain:

SIGNATURE

Signature _____ Date _____

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APPLICANT SELF-ASSESSMENT

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The self-assessment is provided to assist the applicant in determining their willingness and ability to meet various job requirements. Please read the job description and then read each numbered statement to assess your willingness and ability to meet the job requirements.

Signify your willingness and ability by checking "yes" or "no" to each statement as it applies to you.

Name _____ Date _____

JOB ENVIRONMENT

SNOPAC employees process thousands of 9-1-1 calls per year and dispatch many thousands more incidents at radio positions. All work is accomplished on a Computer Aided Dispatch system or backup paper system. It is the objective of SNOPAC employees to serve the citizens and officers of Snohomish County by processing and relaying vital public safety information. Each employee must be able to successfully work in both individual and group settings. Work as a 9-1-1 Call Taker or Dispatcher can be emotionally stressful. In order to be successful in this position, employees must be able to hear of terrible problems without getting personally or emotionally involved, maintain a positive work attitude at work and forget about the problems when they go home.

SELF-ASSESSMENT QUESTIONS

1. Will you work in a time-sensitive and pressure environment? Yes No
2. Can you remain calm and objective even if subjected to abuse and hysteria from callers and repeated accounts of human tragedy? Yes No
3. Are you capable of making a decision even though lives may be endangered? Yes No
4. Are you willing to consent to a pre-employment drug and physical screen, psyche assessment and complete background check? Yes No
5. Will you testify in court matters relating to your job duty? Yes No
6. Will you maintain a telephone in your residence during your employment? Yes No
7. Will you adhere to lawful policies, rules regulations and procedures? Yes No
8. Will you change work hours upon reasonable notice, if required? Yes No
9. Will you attend mandatory training and meetings that occur after normal work hours? Yes No

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EMPLOYMENT CHECKLIST

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Experience has shown that many applicants for the 9-1-1 Call Taker position consider only certain aspects of the job while ignoring less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the job before training is completed or within a few months of qualification.

While there are many satisfying, rewarding aspects of the 9-1-1 Call Taker position, and there is no question that 9-1-1 Call Takers make significant contributions to the welfare and safety to their fellow citizens, it is important for all applicants to carefully consider both the negative and positive features of a new career before considering the position.

The job factors below are features of the 9-1-1 Call Taker position about which many applicants are unaware. If you are concerned about any of these items, you may discuss your concerns with the Director.

This questionnaire should be taken home, considered carefully and if pertinent, discussed with your family or whomever else you feel is important. Should you be successful in passing all the phases in the testing process and offered a position, you will be given a new form and asked to initial each item and sign the form. The form will then become part of your permanent personnel folder.

WORKING ENVIRONMENT		
	COMMENT	INITIAL
1.	You must have regular and predictable attendance.	
2.	You must arrive for work at least five (5) minutes prior to your shift.	
3.	Required to work different shifts in a 24x7 work environment.	
4.	You will have no choice about which shift you are assigned to work.	
5.	You will have no choice about which days you work.	
6.	You will be required to work all three shifts, including during the training period.	
7.	Required to work weekends on a regular basis.	
8.	Work any or all Federal, State and religious holidays on the recognized or actual date.	
9.	Work on personally important or special days (i.e. birthdays, anniversaries, sporting events, etc).	
10.	Obtain childcare between 7:30 am - 3:30 pm (days); 3:30 pm - 11:30 pm (swing) and or 11:30 pm - 7:30 am (graveyard) on a regular basis.	
11.	As necessary, obtain childcare for weekends and holidays on a regular basis.	
12.	As necessary, obtain childcare on short notice events on a frequent basis.	
13.	Work voluntary overtime, before or after a shift, sometimes with little to no notice.	
14.	Work mandatory overtime, before or after a shift, sometimes with little to no notice.	
15.	You must have reliable transportation that functions in the 24 hour environment	
16.	Willing to maintain a telephone in your residence while employed	
17.	Willing to conform to the prescribed uniform.	
18.	9-1-1 Call Takers must remain seated at their workstation for extended periods of time. Employees are permitted to a 30 minute paid meal break per shift. Should you fail to receive your meal break, which is a common occurrence, you will receive 30 minutes of compensatory time. Leaving the building during your break time is often restricted or prohibited. Depending on workload, unscheduled breaks (i.e. walking around, getting coffee, etc.) are generally not permitted.	

19.	9-1-1 Call Takers must be able to work within an organization structured on the military mode. Specifically, must be willing to: work through a highly structured "chain of command", have all phone and radio activities monitored and taped, work in accordance with a disciplinary policy.	
20.	Work at a radio console and computer terminal for a full shift (8 hours).	
21.	Work at a console with five (5) computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between computers, telephones and radios while typing accurately.	
22.	Workstations are in a confined room with low lighting.	
23.	Work in a high stress environment.	
24.	Willing to get along with your co-workers.	
25.	Receive criticism from co-workers, law enforcement officers and/or civilians.	
26.	During training, be regularly reminded of errors and mistakes.	
27.	During training, receive a daily rating of your job performance including criticism.	
28.	Multi jurisdictional training, after probation is required.	
29.	Ability to record the information the caller is giving you into the computer in real time.	
30.	Work at a rapid pace over which you have little or no control.	
31.	Maintain intense concentration and attention for extended periods of time.	
32.	Smoking is prohibited in the building.	

Failure to comply or withstand any or all of the above defined work environment issues, may result in disciplinary action being taken against you.

TYPES OF CALLS

	COMMENT	INITIAL
1.	Answer telephone calls where someone screams at you.	
2.	Answer telephone calls where the caller directs obscene language at you.	
3.	Answer and respond to telephone calls where the caller is hysterical, intoxicated, irrational or confused.	
4.	Answer and respond to telephone calls in which the caller is difficult to understand.	
5.	Answer telephone calls from suicidal subjects.	
6.	Answer, handle and/or transfer file and rescue calls quickly and accurately.	
7.	Answer and respond to calls where a violent crime is in progress.	
8.	Make quick decisions on which one or more person's safety is at stake.	
9.	Prioritize calls to be dispatched, deciding which is most serious.	
10.	Tell someone who expects police service that their problem does not require police unit response.	

SIGNATURE

With my signature below, I state that I have read, considered and understand each item.

Signature _____

Date _____

Printed Name _____