



TCOMM 911
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Thurston 9-1-1 Communications

EMPLOYMENT OPPORTUNITY

Public Safety Telecommunicator

Hiring Register

DEPARTMENT:	Dispatch	POSITION #:	Not Applicable
CLOSING DATE:	Continuous	UNION:	Yes (Full-time only)
SALARY RANGE:	\$4,075 - \$5,262/month	FTE:	1.0/Extra Help
EMPLOYMENT TYPE:	Full-time/Extra Help	ELIGIBLE FOR BENEFITS:	Yes (Full-time only)
CONTACT PERSON:	Cathy Moe	CONTACT NUMBER:	360.704.2738

SUMMARY OF DUTIES:

Thurston 9-1-1 Communications is accepting applications to establish a full-time and extra help register for future openings as a Public Safety Telecommunicator. The Public Safety Telecommunicator receives and prioritizes emergency and non-emergency telephone calls from the public, processing information with the aid of a computer-aided dispatch (CAD) system. This position is responsible for dispatching the appropriate public safety agencies including law enforcement, fire and emergency medical units when needed, and monitors public safety units in the field.

QUALIFICATIONS:

High school diploma or G.E.D. and one year of work experience in customer service or in the public safety sector or related field; OR six months experience receiving, evaluating, transmitting and monitoring emergency requests via telephone and/or radio for police, fire and medical services. Knowledge of Windows-based computer programs. Must be 18 years of age or older. Must be willing to work varying shifts, including weekends, holidays, on-call and overtime. For additional requirements, please visit our website at www.tcomm911.org.

Offers of employment in this classification will be made conditional upon the results of a standard hearing test, a psychological evaluation, and thorough background investigation.

DESIRED SKILLS:

Ability to operate telephone, radio and related communications equipment in a clear, well-modulated voice using good diction. Ability to think and act quickly, calmly and courteously in emergency situations. Ability to exercise independent judgment in evaluating, prioritizing and acting upon routine and emergency requests. Knowledge of the geography, streets, buildings and landmarks in Thurston County, and the ability to read maps. Basic knowledge of medical and first aid, and criminal and civil law.

BENEFIT INFORMATION:

Full medical, dental and vision benefits, life insurance and long-term disability. State of Washington Public Employees' Retirement System (PERS) and a 457 deferred compensation plan. Paid vacation and sick leave, and holiday pay.

APPLICATION INSTRUCTIONS:

Telecommunicator applications are accepted on an on-going basis through Public Safety Testing (PST). You must register with PST at www.publicsafetytesting.com; a written test will be administered by PST and requires an application fee. The eligibility list is a continuous listing, and scores are received from PST on an as-needed basis. Candidates will only be notified if/when they are going to advance in the hiring process.