Lateral Applicants - Public Safety Dispatcher

This position requires the employee to work in a highly stressful environment dealing with emergency situations requiring response from law enforcement, fire, and/or emergency medical services.

Successful candidates will have excellent multi-tasking skills, and be able to exercise sound judgment while fielding multiple calls with tact, speed and accuracy. Excellent communication skills are necessary, both orally and in writing. The ability to type information into CAD while questioning callers is essential. The ability to monitor several field units on different radio frequencies, at times simultaneously, is necessary.

The Dispatcher must remain calm and alert, while accurately assessing and communicating information from callers to responders during highly stressful events. Must be able to keep emotions in check and quickly adapt to rapidly evolving situations.

The applicant will have working knowledge of TTY/TDD, E-911 systems and features, ACCESS/OMNIXX systems. Familiarity with FCC guidelines, HIPPA, and modern office equipment and software.

Dispatchers are often the first point of contact for the public accessing emergency services. Common sense and excellent customer service skills are critical.

Minimum Qualifications:

- Within the past 12 months of the application date, minimum of one year, full time experience as a PUBLIC SAFETY DISPATCHER in a 9-1-1 center with Enhanced 9-1-1 capabilities. Time in academy training, field training and probationary period does not apply.

- Experience as both a CALLTAKER and DISPATCHER.

- EMERGENCY MEDICAL DISPATCH certification.

- State certification to enter data (warrants, stolen vehicles, property, criminal history) into the State Law Enforcement database.

Experience:

- Has worked as a public safety dispatcher within one year of application date
- Minimum of 1 year experience, not to include initial training or academy, in a combined 9-1-1 facility with enhanced 911
• Current King County EMD certification or equivalent (NAED, etc)
• T1 and T2 certification or equivalent if from other state
• ACCESS Level 2 certification
• Must be able to pass an orally administered typing test at 35 words per minute.

Knowledge of:

• HIPAA
• ACCESS/OMNIXX systems
• Telephone CPR
• E911 telephone systems and features
• FCC Guidelines
• TTY/TDD
• Modern office equipment including fax machines, computers and windows based applications

Skills:

• Multitask; perform several functions in the same timeframe
• Ability to handle high volume calls with tact, good judgment, initiative and speed
• Question callers while simultaneously typing information into CAD
• Effective communication both written and verbally
• Quickly assess information and remain calm
• Ability to monitor multiple radios and telephone traffic simultaneously
• Remain alert, calm and courteous under extreme stress
• Adapt to changing situations
• Control personal emotional responses and act appropriately under high levels of stress
• Data entry skills with speed and accuracy.
• Ability to simultaneously listen, speak and type with accuracy
• Think clearly and apply common sense.
• Excellent Customer Service