

POST CODE: D708
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OPEN: July 29, 2008
CLOSE: August 12, 2008
LOCATION: Central Point

STATE POLICE TELECOMMUNICATOR 2 (TC2)
(State Police Dispatcher)
\$2,900 - \$4,129 Monthly

GENERAL INFORMATION

These positions are with the Oregon State Police in Central Point at the Southern Command Center.

This recruitment will be used to establish a list of qualified people and may be used to fill vacancies as they occur.

Applicants who meet the minimum qualifications for the Telecommunicator 1 may be considered for a developmental program until they meet the minimum qualifications for the Telecommunicator 2 classification. Pay would be at the TC1 level until MQ's are met.

Persons hired into these positions will be required to serve a 12-month trial service period in each classification and will be represented by the Oregon State Police Officer Association Union.

Applicants will be subject to both a Computerized Criminal History and Driver and Motor Vehicle Services check as well as a thorough background investigation. Adverse background data may be grounds for immediate disqualification.

Criminal Records. No Telecommunicator shall have been convicted:

- (a) In this state or any other jurisdiction, of a crime designated under the law where the conviction occurred as being punishable as a felony or as a crime for which a maximum term of imprisonment of more than one (1) year may be imposed;
- (b) Of violating any law involving the unlawful use, possession, delivery, or manufacture of a controlled substance, narcotic, or dangerous drug;

Applicants will need to demonstrate the ability to read and write at the 12th grade level as part of the selection process.

An appointment to this position would be contingent upon successful completion of a Physical Examination.

The State provides an excellent benefit and compensation package, which includes:

Education differential pay of 3% for associate degree and 6% for bachelor degree.

Paid holiday, vacation and sick leave.

Participation in the Oregon Public Service Retirement Plan (OPSRP) with employer contributions.

A generous contribution toward individual and family health and dental insurance. Employer paid \$5,000 Basic Life insurance.

Employee options to participate in the Oregon Savings Growth Plan, a deferred compensation program offering a wide variety of investment options as well as additional basic life insurance coverage, long- and short-term disability plans, accidental death and dismemberment plans and long-term care insurance.

TO QUALIFY

Your PD100 application form will be reviewed to verify that you meet the qualifications stated in this section. To receive credit, your application form must clearly show that you have:

Telecommunicator II

- Six months of public safety dispatching experience (such as State Police Telecommunicator 1, public safety call taker, public safety dispatcher, etc.); **OR**
- One year experience in a dispatch position requiring the simultaneous use of radio or telephone and computer; **OR**
- One year of experience in law enforcement as a Police Cadet, reserve police officer, or police officer; **OR**
- Successful completion of a certified emergency communication course; **AND**
- Keyboarding (typing) speed of at least 35 words per minute; **AND**
- High School diploma or successful completion of the General Educational Development (GED) Test.

Telecommunicator I

- One year of public contact experience (such as public service representative, salesperson, receptionist, etc.) which included answering questions and gathering, relaying, and/or providing information to others **OR**

successful completion of a certified emergency communication course; **AND**

- Keyboarding (typing) speed of at least 35 words per minute; **AND**
- High School diploma or successful completion of the General Educational Development (GED) Test.

If your application does not clearly show how you meet the minimum qualifications, your application will be rejected. Example: Telecommunicator 2 requirement of simultaneous use of radio or telephone and computer, if you are relying on this to qualify, your application must show that you have the simultaneous use otherwise your application will be rejected.

You must live within 45 minutes from worksite.

IF YOU QUALIFY, see Test Section

DUTIES AND RESPONSIBILITIES

The State Police Telecommunicator 2, as part of a statewide network, is responsible for communication coordination between field officer, local and county law enforcement and emergency services, State agencies, and the public within a large geographic area encompassing multiple counties, cities, and towns. In addition, the duties are supportive of the State Police teletype network, computer-assisted dispatch, the statewide and nationwide networks, and their included data bases. Major duties include, but are not limited to:

- receives radio requests using multiple radio frequencies involving police, highway, and other emergency services for wanted/missing persons, stolen property, stolen vehicles, vehicle registration and driver's license information; obtains and transmits information to officers; accurately logs information and requests on Department computer assisted dispatch system;
- performs inquires and interprets information from the Law Enforcement Data Systems (LEDS), DMV, National Crime Information Center (NCIC), and National Law Enforcement Teletype System; uses this information with its interface with the computer assisted dispatch system; disseminates law enforcement information; makes data entries; sends and receives messages nationwide;
- directly receives or through the computer assisted dispatch notification by Telecommunicator 1 incoming telephone reports of accidents, complaints, criminal activities, and calls for general police assistance and records them into the Department's computer assisted dispatch system with 100% accuracy. Uses codes, maps, and other resources to route information; and
- responds to telephone questions on traffic, criminal, and fish and game laws; provides general telephone information to the public.

THIS IS THE TEST

Use a separate sheet of paper. Write down any work experience (paid or unpaid) and training that you have which is related to each question. Limit your answer to each question to no more than one (1) page. Be sure that the jobs where you gained your work experience are clearly identified and described in your answers and listed in the Work History section of your application form. Your grade will be based upon your answers.

If there are several parts to a question, answer each part separately. Number your answers to agree with the question. Attach the answer sheet to your application. Your application will not be accepted if it is incomplete.

1. Describe the nature of customer service you provided and the type of situations you faced.
2. Describe the type of research you conducted to prepare yourself for a Telecommunicator career.
3. Describe the additional duties you performed while performing customer service.

Attach completed Screening Questionnaire. – **following this announcement**

REQUIRED SKILLS TESTING (At time of interview)

- Typing test
- CritiCall (tests for critical skills and abilities needed to perform job)
- Provide copy of High School transcripts, diploma or GED.

WORKING CONDITIONS

Works in an area with moderate noise levels caused by equipment and radio transmissions; is restricted to workstation for long periods, sometimes in a close work area; may be required to work extended work hours due to emergency situations or increased workload (temporary); the dispatch center is a 24 hour a day, 365 day a year operation. The shifts vary from day, swing and night depending on the assigned or bid shift based upon seniority; required to work weekends and holidays; and required to work during inclement weather conditions and during natural disasters.

HOW TO APPLY

Submit a COMPLETED State of Oregon Employment application (form PD100), Answers to the questions, Screening questionnaire and copy of transcripts, diploma or GED.

DELIVER OR MAIL COMPLETED APPLICATION MATERIALS TO:

Oregon State Police
Human Resources
255 Capital St NE. 4th floor
Salem, Oregon 97310

If necessary, you may FAX to (503) 378-2360. The agency is not responsible for material that is illegible or missing as a result of transmittal by FAX or which may be lost through the mail. Due to the large volume of applications receive; the agency is unable to verify receipt of application materials or status of the recruitment. Copies of Position Descriptions will not be provided prior to interviews. *We will not accept applications by e-mail.*

Application materials **MUST BE RECEIVED ON THE CLOSE DATE** and be complete and legible. Additional information cannot be accepted after the close date. Notice of examination results will be sent by mail. Although agencies are not required to delay their selection process,

you may request a review of the results. Your request must be received within 10 days from the date of notice.

SUBMIT only the required materials. Reference letters or work examples should be kept for interviews. Keep a copy of your application for job interviews. COPIES ARE NOT PROVIDED.

The pay on all announcements may change without notice.

Current Job Openings and information on application forms is available through computer modem access: <http://www.oregonjobs.org>

For more information about Oregon State Police visit: <http://egov.oregon.gov/OSP/>.

Oregon State Police is an Affirmative Action/Equal Opportunity Employer



SELF-SCREENING QUESTIONNAIRE

The following must be understood by all candidates for the position of Telecommunicator with the Oregon State Police. Please check the box of the appropriate answer to the following questions and sign below.

QUESTIONS	YES	NO
Can you work an 8-hour, 10-hour, or 12-hour shift?		
Can you work all required shifts - day, swing, and graveyard shifts?		
Can you adjust to routine rotations in your work schedule from days, swing, and graveyard shifts?		
Can you work all days of the week, which will include weekends and holidays?		
Can you accept last minute changes in your work schedule that might require you to cancel personal plans?		
Can you be subjected to abusive and profane language on the phone and deal with it unemotionally?		
Can you take directions from a supervisor in front of peers?		
Can you be stationary for long periods of time at a console throughout your shift?		
Do you comprehend that if you process a call incorrectly, it may contribute to loss/damage of property, someone being seriously injured or dying?		
Are you willing to be closely supervised and questioned about why you followed a certain course of action without taking it personally?		
Can you copy information as it is being received, simultaneously assess what you heard, and respond immediately?		
Can you deal calmly and respectfully with rude, obnoxious, irrational, confused, and angry callers when the issue at hand is not your fault?		
Can you handle a crisis call where a child has died, an officer was injured, or a woman was assaulted, and then continues to calmly deal with the next call where an irate citizen complains of a barking dog?		
Have to maintain intense concentration and attention for extended periods of time?		
Stay on the phone while the caller may be victimized?		
Be able to make quick decisions on which one or more people's safety is at stake?		
Are you willing to submit to an intensive background check, which includes contacting your friends and family?		

I, _____, certify that I answered the above questions truthfully
(Print Name)

and accurately. I realize that failure to do so disqualifies me as a candidate for this position.

Applicant Signature

Date