

POST CODE: d702
ANNOUNCEMENT NUMBER: LESP0883A
CLASSIFICATION NUMBER: X7000
OPEN: September 30, 2008
CLOSE: Open Until Filled
LOCATION: Salem

Oregon State Police

Principal Exec. Manager/A
(Dispatch Supervisor)
\$3224 - \$4991 Monthly

GENERAL INFORMATION:

Positions are open with the Oregon State Police at the Northern Command Center located in Salem, Oregon.

Those applicants who applied under LESP0820 or LESP0883 do not need to reapply if qualified and accepted, as your application will be considered.

If you are hired, you will become part of the State's management team.

This position will receive a 10% differential upon hire in addition to the monthly salary.

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.

NOTE: If you are a HIRE System candidate and you are interested in being considered for this position, you must: (a) complete the application process described in this recruitment announcement and (b) submit your completed application materials by the close date listed on this announcement to the address listed in the HOW TO APPLY section.

AS A CONDITION OF EMPLOYMENT:

Employee is required to maintain a drug/alcohol free workplace in accordance with the 1988 DrugFree Workplace Act and Department Policy; and

Pass a fingerprint-based security/criminal record background check. Conviction of a crime will not automatically preclude appointment. The circumstances involved in the conviction will be considered; and

TO QUALIFY:

Your PD100 application form will be reviewed to verify that you meet the qualifications stated in this section.

Four years of experience in lead work, supervision, staff-technical, or professional-level work **related to communications centers, call centers or law enforcement.**

This experience must have included participation in the management of a program, section, or unit including one or more of the following areas:

- a) development of program rules and policies;
- b) development of long- and short-range goals and plans;
- c) program evaluation; or
- d) budget preparation.

Preference will be given to applicants with experience related to dispatching in an emergency communication center.

A Bachelor's degree or equivalent course work (144 quarter or 96 semester hours) in a field related to management such as Business or Public Administration; or a field related to Public Safety or Criminal Justice, may be substituted for up to three years of the required experience.

In the "Work History" section on your application, you must clearly describe your experience in each of the a), b), c), d) areas listed. Failure to provide this information may result in eliminating your application from further consideration.

If you meet the "To Qualify" requirements on this announcement, your name will be placed on the list with a code of QLF (qualified).

SKILLS TEST

Typing test (35 words per minute)

CritiCall (tests for critical skills and abilities necessary to perform job)

DUTIES AND RESPONSIBILITIES

Effectively supervises employees in the day-to-day operation of the center. Coordinates work assignments; advises subordinates in work-related matters. Makes critical decisions that require immediate response by field personnel in the event of emergencies. Monitors work performance. Submits evaluations to the Command Center commander. Keeps the Command Center commander informed of all pertinent information relating to the operation of the center.

Acts as liaison between the Command Center and customers including department personnel, 9-1-1 centers and the general public. Keeps the Command Center commander apprised of critical information. Applies and explains provisions of law, rule, policies/regulations relating to Law Enforcement Data Systems (LEDS), National Crime Information Center (NCIC), and National Law Enforcement Teletype System (NLETS), State Police policies and other relevant statutory and regulatory publications to subordinate and management staff, field officers, the public, and other criminal justice agencies. Travels and meets with customers from time to time to promote understanding of the Command Center.

Completes administrative duties relating to the Command Center. This includes tracking and managing work schedules, submitting reports, reviewing and approving training requests. Develops and/or administers training programs for existing and/or new personnel. Participates in development of operational plans for efficient and effective assignment of staff.

Assists employees with dispatching or call taking duties during peak periods. Must be able to meet minimum standards (please see attached) for employment as a telecommunicator as required by Oregon Administrative Rule 259-008-0011 and obtain certification within 18 months of employment.

Decides and administers discipline up to and including termination, in accordance with policies and procedures. Responds to grievances and interprets the collective bargaining agreement. Completes performance appraisals. Makes recommendations for awards/recognition when appropriate. Conducts interviews for new personnel and makes final recommendations to the Command Center Commander (OSP Lieutenant).

WORKING CONDITIONS

Works indoors in an enclosed area, which involves exposure to noise (sometimes constantly) from multiple radio frequencies and telephones. Works rotating shifts and may be required to rotate days off. Requires some travel to offices within the Command Center's jurisdiction. Required to work varied off shifts (i.e., swing and graveyard). Required to work weekends and holidays. Required to work during inclement weather conditions and during natural disasters. Must have a valid driver's license and a good driving record.

HOW TO APPLY:

Submit a COMPLETED State of Oregon Employment application (form PD100).

You must complete a State of Oregon application (PD100). Application forms may be obtained from any local office of the Oregon Employment Department or most state agency personnel offices. If you have a disability and need an alternate format, you may call the Human Resources Services Section at (503) 378-3720 or TTY (503) 585-1452 for the hearing impaired to leave a message about the alternative format needed.

Your application will not be accepted if you fail to submit an application and copy of transcripts (if needed to meet minimum qualifications).

SEND completed application materials to:

Oregon State Police
HR Services
255 Capitol St NE, 4th Floor
Salem, OR 97310

You may FAX your application materials to (503) 378-2360. Your application materials must be received by the close date and must be complete and legible. We are unable to acknowledge or verify receipt of applications due to the large volume of applications received.

NOTICE of 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 the notice. Additional information cannot be accepted. However, if your application was not accepted and if the recruitment is still open, you may submit a new application as long as it's received in our office by the close date.

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.

Please see attached Minimum Standards (following announcement).

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.

Attachment

Minimum Standards for Employment as a Telecommunicator and Emergency Medical Dispatcher

(1) On or before the date of employment, each telecommunicator and emergency medical dispatcher shall be fingerprinted on standard applicant fingerprint cards.

(2) Criminal Records. No telecommunicator or emergency medical dispatcher shall have been convicted:

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;

Of violating any law involving the unlawful use, possession, delivery, or manufacture of a controlled substance, narcotic, or dangerous drug;

In this state of violating any law subject to denial or revocation as identified in OAR 259-008-0070 or has been convicted of violating the statutory counterpart of any of those offenses in any other jurisdiction.

(3) Moral Fitness (Moral Character). All telecommunicators and emergency medical dispatchers must be of good moral fitness.

(4) Education:

Applicants for the position of a telecommunicator or emergency medical dispatcher will be required to furnish documentary evidence of one of the following:

High School diploma; **OR**

Successful completion of the General Educational Development (GED) Test.

For the purpose of determining high school graduation level as required by these rules, the applicant must have achieved a score no less than that required by the Oregon Board of Education before issuing an Oregon GED certificate.

Applicants holding a GED from another state may be required to obtain an Oregon certificate at the discretion of the Department.

Evidence of the above shall consist of official transcripts, diplomas, or GED test report forms. Other documentation may be accepted, at the discretion of the Department.

(5) Reading and Writing Standard. Before beginning basic telecommunicator or Emergency Medical Dispatcher (EMD) training or challenging basic telecommunicator training, each applicant shall provide evidence to DPSST that the applicant has attained a minimum of a 12th grade reading and writing level in the English language. The hiring agency is responsible for administering a reading and writing instrument, approved by DPSST, and shall forward the results to DPSST on an application for training (Form F-5) prior to the applicant being admitted to basic telecommunicator or EMD training.

(6) Physical Examination. All Telecommunicators and Emergency Medical Dispatcher applicants must be examined by a licensed physician.

Telecommunicator and Emergency Medical Dispatcher applicants must meet the following criteria:

Visual Acuity. Corrected vision must be at least 20/30 (Snellen) when tested using both eyes together.

Color Vision. Red or green deficiencies may be acceptable, providing the applicant can read at least nine (9) of the first thirteen (13) plates of the Ishihara Test (24 Plate Edition). Applicants who fail the Ishihara test can meet the color vision standard by demonstrating that they can correctly discriminate colors via a field test conducted by the employer and approved by DPSST.

Peripheral Vision. Visual Field Performance must be 120 degrees in the horizontal meridian combined.

Applicants for the position of Telecommunicator or Emergency Medical Dispatcher must have sufficient hearing in both ears to perform essential tasks without posing a direct threat to themselves or others. The applicant must meet National Emergency Number Association (NENA) hearing standard 54-002 (June 10, 2006).

Applicants for the position of Telecommunicator or Emergency Medical Dispatcher must be able to use vocal cords and have significant speaking ability to perform speaking-related essential tasks.

(7) If further medical examination is required, it will be at the expense of the applicant or the hiring authority.

(8) All Telecommunicator and Emergency Medical Dispatcher applicants must submit a current-version DPSST Medical Examination Report for Telecommunicators and Emergency Medical Dispatchers (DPSST Form F-2T), or a medical report completed by a licensed physician containing at a minimum the information on Form F-2T. This Report will be furnished to the examining physician by the hiring agency.

Updated Oct-27-2008