

OPEN ENTRY LEVEL
COMMUNICATIONS OFFICER

SPOKANE COUNTY CIVIL SERVICE COMMISSION

CLOSING DATE: October 28, 2005, @ 4:30 p.m.

Written Test: November 4, 2005

CritiCall Test: November 18, 2005

SALARY RANGE: \$2,460.38-\$3,319.96/mo.+ benefits

APPLICATION PACKETS: Submit the following documents to Civil Service when filing:

- Civil Service Application and Affirmative Action sheet.
- High School Diploma; **OR**
- College transcript showing receipt of degree
- DD-214, **Member Copy 4** if applicable.
- Current driver's license
- **Non-refundable \$15.00 processing fee (check or money order payable to SCCSC; no cash will be accepted).**

Application packets without the attached documents listed above will be considered incomplete and will not be accepted.

MINIMUM REQUIREMENTS

- Age 18, United States citizen who can read and write the English language.
- High school graduate or equivalent (GED)
- Vision correctable to 20/20; normal color vision; normal hearing.
- Must be able to type at 30 words per minute accurately. Test will be given.
- This is a union position and, as a condition of employment, the selected individual is required to join.

EXAMPLES OF DUTIES (Includes but is not limited to the following):

Receive and transmit radio and telephone messages to/from units operating in the field.

Receive requests from units and provide follow-up service to units requesting additional information, services or personnel.

Maintain awareness of the availability, location, and status of patrol units.

Analyze situations accurately and take effective action to help assure officer safety.

Inquire, interpret, verify, receive and disseminate information from law enforcement computer networks relating to wanted persons, domestic violence orders of protection, restraining orders, various other civil orders, stolen property, vehicle registrations, etc.

Answer incoming hotline calls from 9-1-1; dispatch patrol cars as necessary; transfer or refer calls to appropriate agency.

Maintain various logs of communication, records, files, and reports as necessary.

Respond to the Department of Emergency Management situations such as severe weather; hazardous chemical spills, etc.

Operate various methods of communications and equipment including, but not limited to: Computer-Aided Dispatch (CAD); two-way radio; teletype, TTY, Emergency Alert System (EAS), Amber Alert, Washington State Crime Information Center (WACIC)/National Crime Information Center (NCIC), National Warning System (NAWAS), and other systems as required for the effective operation of the Communications Center.

May provide dispatcher training either in classroom or dispatch center environments.

Perform variety of clerical duties including typing, database entry. Clean and dust equipment as needed.

Perform all other related duties as required.

See other side for important additional information

KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of:

- Standard methods and procedures of radio communication.
- Radio communication equipment and its operation.
- Modern office practices and procedures including English usage, spelling, grammar and punctuation.
- Geography of Spokane County and adjacent areas.
- Public safety and local government procedures and operations.
- Operation of CAD systems, video display terminals, radio dispatching consoles, and associated equipment.
- Basic principles and procedures of record keeping.

Ability to:

- Learn standard radio broadcasting and dispatch procedures and rules.
- learn, interpret and apply the policies, procedures, laws, codes, and regulations and FCC regulations regarding transmission and reception of public safety radio traffic.
- learn the geography of Spokane County.
- learn to quickly obtain critical information and prioritize calls.
- work well under pressure, exercise good judgment, and make sound decisions in emergency situations.
- handle multiple concurrent tasks and manage priorities.
- effectively communicate with and elicit information from upset and irate citizens.
- communicate clearly and concisely, both orally and in writing.

All information submitted in the application and in any attachments or supporting documents must be true, correct, and complete. Providing false or incomplete statements will be justification for termination or refusal of employment. All application materials are due by 4:30 p.m. on the close date. POSTMARKS WILL NOT BE ACCEPTED.

By order of the Spokane County Civil Service Commission dated at Spokane, Washington this 3rd day of October, 2005.

Stephen J. Shrope, Chairman

Marlys O. Baca, Chief Examiner

- Basic principles and practices used in dealing with the public.

Skill in:

- Learning to operate emergency dispatch and communications equipment including radio, telephone, and Teletype equipment.
- Type and enter data at 30 wpm with expectation speed will improve to keep up with traffic pursuits/emergency traffic.
- Windows-based computer operating system along with use of computer for technical and communication applications.
- Word processing and/or data entry skills.
- Communication/interpersonal skills with co-workers, supervisors, the public sufficient to exchange or convey information and to receive work direction.
- understand and follow complex oral and written communications.
- establish and maintain effective working relationship with subordinates, other personnel, agencies and the public.
- maintain confidentiality of sensitive information.

WORKING CONDITIONS: Environmental factors may include enclosed restriction-physically connected into console, noise, working within close quarters of others. Shift work with rotating days off-shifts bid by seniority-may be required to work mandatory overtime and holidays. May be required to ride with patrol officers to become familiar with patrol procedures and layout of districts.