WE ARE CURRENTLY ACCEPTING APPLICATIONS FOR:

01215 9-1-1 Calltaker/Dispatcher -
Entry Level

The City of Eugene values diversity in its workforce, and is committed to Affirmative Action.

SALARY RANGE
Salary: See Position Description
REQUISITION #: 01849

POSITION INFORMATION

Final filing date: March 08, 2017.

CAREER NIGHT!!

Learn what it's like to be a 9-1-1 Calltaker/Dispatcher from Eugene's professionals.

Find out about the application and testing process.

Monday, February 13, 2017
6:30 pm

Emergency Services Training Center 1705 West 2nd Avenue – 2nd and Chambers

**No pre-registration required**

Please read this posting carefully for important information related to the application and selection process.

This position performs specialized duties in a large centralized public safety communications center. Communications Specialist 1 is generally the entry level classification.

- Communications Specialist 1's function as calltakers and trainees at the initial dispatch position.
- Communications Specialist 2's are proficient in handling the full scope of calltaking/dispatching functions (fire, police, and other emergency medical incidents). Incumbents in the Communications Specialist 1 classification are required to progress on to dispatch training, and usually advance to the second level within twelve months.

Generally a new employee will begin in a calltaking position as a Communications Specialist 1. If hired, as a condition of employment, employees will be expected to successfully train and become proficient in calltaking and trained in all dispatch positions as a Communications Specialist 2.

This recruitment may be used to establish an eligibility list. If vacancies allow, the first projected hire date from this recruitment will be on or around August 28, 2017.

Hourly Rate: $22.23 - $24.51

Communication Specialists may earn up to an additional 15% premium pay (depending on qualifications) after three years of employment. Communication Specialists can qualify for an additional 5% increase for demonstrated fluency in an eligible language (such as Spanish).
In addition to the salary listed above, upon eligibility, the City will contribute the employee contribution of 6% and the employer contribution to a retirement program administered by the Oregon Public Employees' Retirement System (PERS).

ONLINE APPLICATIONS ONLY

APPLICATION DEADLINE: 5:00 PM Wednesday, March 8, 2017

Beginning on or around February 10, invitations to the video testing phase will be sent on a rolling basis to those applicants with a complete application who qualify. If you'd like to be eligible to receive an invitation and schedule your testing early, please make sure to submit your complete application as soon as possible. We anticipate that testing times will be available for all candidates who qualify, but please note that individual time-slots will be filled on a "first-come, first-served" basis.

Examples of Duties Performed - Duties may include but are not limited to the following:

- Operates computer terminal equipment and radio/telephone transmitting and receiving equipment.
- Answers 9-1-1 and non-emergency telephone calls for police, fire, ambulance, and other requests.
- Makes decisions as to type of call, correct response, and responsible agency to respond to incident.
- Evaluates information to determine jurisdiction, equipment, and personnel to be dispatched.
- Transmits appropriate information to dispatcher or responsible jurisdiction as required.
- Studies, and maintains, familiarity with major streets, roads, public buildings, industrial plants, and the general geographic location of cities and landmarks in Lane County.
- Dispatches and monitors appropriate emergency public safety.

QUALIFICATIONS

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Use complex computer-aided dispatch and multi-line PC-based telephone systems; accurately enter information into computerized systems.

Speak clearly and distinctly; listen and paraphrase effectively.

Perform multiple tasks simultaneously while listening, relaying, evaluating, and retaining critical information in fast-paced and routine situations.

React quickly, efficiently, and calmly in an emergency situation(s); adopt effective course of action.

Learn, and remember, geographical details of area covered: location of public buildings, industrial plants, patrol and fire district boundaries, and other landmark data.

Deal tactfully with the public, coworkers, and others.
Pass a police background check.
**No** Felony convictions at any time.
**No** Class A Misdemeanor convictions within the last 24 months.

**Minimum Qualifications:**

Must be able to work weekends, holidays, and all shifts (Day, Swing, and Graveyard). Employees will rotate shifts once every six months, more frequently while in training.

Must be available to work mandatory overtime on regularly scheduled workdays. Currently, the shifts are four 10-hour days/week.

Must meet State requirements and standards for basic certification as a telecommunicator and emergency medical dispatcher by the Department of Public Safety Standards and Training (DPSST). To view the standards set by DPSST for certification, [click here](http://agency.governmentjobs.com/eugene/job_bulletin.cfm?JobID=1643611) and view Oregon Administrative Rule 259-008-0011.

**Education**
High school diploma or GED is required at time of application. Candidates with degrees in psychology or social sciences are encouraged to apply.

**Experience**
Must have computer and telephone work experience.

Must have one year of full-time (40 hours/week) or equivalent work experience in a customer service or public contact environment; experience in a high pressure, fast-paced, multi-task position is desirable (ex: waiter/waitress, bank teller, receptionist) OR one year of previous experience in a large public safety communications environment.

**Certification**
The possession of, or the ability to obtain within three months of hire date, CPR, First Aid, EMD (Emergency Medical Dispatch), and LEDS (Law Enforcement Data System) certifications. The possession of, or the ability to obtain within one year of hire date, Basic Telecommunicator Certification. (The City of Eugene provides training for CPR, First Aid, EMD, LEDS, and Basic Telecommunicator Certification during the probationary period.)

**Skills**
It is recommended that applicants be able to keyboard at least 40 words per minute.

Fluency in a language in addition to English is desirable. Preference for relevant bilingual ability may be given.

**SUPPLEMENTAL INFORMATION**

**Selection Process:**
Those applicants who meet the stated minimum qualifications and requirements will be invited to participate in the upcoming selection process. (See above for details on the rolling invitations that will begin on or around February 10, 2017.) This posting may also be used to establish a pool of applicants for future vacancies.

**FOR APPLICANTS TO BE CONSIDERED, THEY MUST SUCCESSFULLY COMPLETE THE STEPS BELOW:**

**A VIDEO SKILLS TEST** Scenario-based testing that includes three sections related to call-taking, documentation of calls, and dispatching.
**CRITICALL SOFTWARE TEST** Includes, but is not limited to, tests related to reading comprehension, spelling, data entry speed (keystrokes per hour), call summarization, memory recall, prioritization, and map reading. Criticall’s [website](http://www.criticall.com) can be a useful tool for preparing for the test.

The Video test and Criticall test are administered separately* and are designed to measure a candidate's basic abilities needed for the telecommunication environment and the ability to perform computer-related tasks. Applicants are also provided with a realistic preview of the types of tasks performed and situations encountered while on the job.

* We will work with out-of-state applicants invited to continue in the process to accommodate the need for only one trip to complete the Video and Criticall tests. We strongly recommend that out-of-state applicants apply early in order to receive the rolling invitation to the testing dates (see above for details).

APPLICANTS INVITED TO CONTINUE TO THE TESTING FOR THIS PROCESS WILL BE NOTIFIED BY E-MAIL

DO NOT attend a session unless you receive an e-mail invitation from us and have scheduled yourself for the testing through the on-line system.

**Projected Video Test Dates**

**Monday, March 13, 2017**

**Tuesday, March 14, 2017**

**Saturday, March 18, 2017** - will be held for out of state candidates. There will be limited space for in state candidates to attend this session.

Criticall sessions will be scheduled based on the number of candidates who pass the video testing. Criticall testing is projected to take place on or around **March 27 and March 28**.

**PERSONAL HISTORY QUESTIONNAIRE**

**ORAL INTERVIEWS** will tentatively be held the week of May 8, 2017. Please note that invitations to the interview will be sent on or around Thursday, April 27, 2017.

**COMPREHENSIVE POLICE BACKGROUND INVESTIGATION**

**RIDE ALONG WITH THE COMMUNICATIONS CENTER**

**PSYCHOLOGICAL EVALUATION**

**Department of Public Safety Standards and Training (DPSST)-required exam components include a** [DRUG SCREEN, HEARING TEST](http://www.criticall.com) **and VISUAL ACUITY TEST**. To view the standards set by DPSST for certification, [click here](http://www.criticall.com) and view Oregon Administrative Rule 259-008-0011.

**DUE TO THE VOLUME OF APPLICATIONS RECEIVED BY THE CITY, GENERALLY, ONLY APPLICANTS SELECTED FOR FURTHER CONSIDERATION (TESTING, INTERVIEWS) WILL BE CONTACTED.**

Anyone requesting information on a selection process may contact Human Resources(541) 682-5061 or may check the status on the Employment Opportunities Website at [www.eugene-or.gov/jobs](http://www.eugene-or.gov/jobs).

The City of Eugene complies with the Americans with Disabilities Act of 1990. Any applicant with a qualified disability under the Americans with Disabilities Act may request accommodation
by contacting an employment coordinator at (541) 682-5061.

In compliance with the Immigration Reform and Control Act of 1986, the City of Eugene will request all eligible candidates who accept employment with the City to provide documentation to prove they are eligible for employment in the United States.

The City of Eugene is committed to a work environment which values the cultural, educational, and life experiences of each employee. We believe that a diverse workforce enables us to deliver culturally competent service to all members of our community. As part of our commitment to diversity, the City continues to be an affirmative action/equal opportunity employer. Women, people with disabilities, and persons of color are strongly encouraged to apply.

City of Eugene, Human Resources * 940 Willamette St, Suite 200 * Eugene * OR * 97401 * (541) 682-5061 * http://agency.governmentjobs.com/eugene/default.cfm

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9-1-1 Calltaker/Dispatcher - Entry Level Supplemental Questionnaire

* 1. **The supplemental questionnaire is be scored and will be used to determine if you will proceed to the next phase of the selection process.** We are a continuous, 24-hour a day, 365 days-a-year operation. As an employee, you will be required to work all shifts including weekends and holidays (this includes major holidays such as July 4th, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, or New Year's Day). Are you available to work weekends?

   - [ ] Yes   - [ ] No

2. Are you available to work ALL shifts (day, swing, and graveyard)?

* 3. Do you have employment experience operating a computer?

   - [ ] Yes   - [ ] No

* 4. Do you have employment experience using a telephone?

   - [ ] Yes   - [ ] No

* 5. Do you have a high school diploma or GED?

   - [ ] Yes   - [ ] No

* 6. Describe any high-pressured, fast-paced, multi-tasking work experience you have (ex: bank teller, waiter/waitress, receptionist). Include your employer(s), job title(s), dates of employment, number of hours worked per week, and a description of your job duties and responsibilities.

* 7. The minimum qualifications for this position require that you have: At least one year of full-time (40 hours/week) or equivalent work experience in a customer service or public
contact environment OR one year of previous experience in a large public safety communications environment. Please confirm that you meet this qualification.

☐ Yes  ☐ No

* 8. Are you conversant in a language other than English? If No, please go to question 10.

☐ Yes  ☐ No

9. If YES, please indicate the language(s) and your level of fluency in speaking, reading, and writing.

* 10. Have you previously taken and passed the video test for Calltaker/Dispatcher with the City of Eugene within the last 12 months?

☐ Yes  ☐ No

* 11. Have you previously taken and passed the CritiCall test for Calltaker/Dispatcher with the City of Eugene within the last 12 months?

☐ Yes  ☐ No

* 12. As part of our ongoing efforts to enhance our recruitment process, would you be willing to be contacted by a member of our recruitment team during or after your participation in this process?

☐ Yes  ☐ No

* 13. The job duties for this position require a background check. As an adult, have you ever been convicted for an offense other than a minor traffic violation?

☐ Yes  ☐ No

* 14. If you answered "yes" to the previous question, you must answer this question. If you answered "no", please indicate "n/a" below. Please list the date(s) of the conviction(s), the location(s) where the offense(s) occurred, and describe the nature of the offense(s), including whether it was a violation, misdemeanor, felony, or other type. PLEASE NOTE: A previous conviction does not automatically disqualify an applicant from consideration for employment with the City of Eugene. Depending on a variety of factors (for example, the nature of the position, the nature of the conviction, age of the candidate when the illegal activity occurred), a candidate with a conviction may still be eligible for employment with the City of Eugene. This information is only considered at the appropriate time in the hiring process and candidates will be given the opportunity to discuss this information as appropriate.

* Required Question