



**SPOKANE COUNTY**  
invites applications for the position of:

**Communications Officer (Civil Service)**

**SALARY:** \$21.26 - \$28.69 Hourly  
\$3,685.20 - \$4,972.60 Monthly  
\$44,222.40 - \$59,671.20 Annually

**OPENING DATE:** 09/23/15

**CLOSING DATE:** Continuous

**DEPARTMENT:** Sheriff

**JOB SUMMARY:**

**TOTAL COMPENSATION: \$55,484.93 - \$74,868.63 annually.** Total compensation is an *estimate* based upon base compensation, median retirement fund contributions, and current employer-paid health and related benefit contribution rates (including medical, dental, life insurance, long term disability, and leave). The actual total will vary depending upon each employee's enrollment choices.

Receive and transmit radio, computer, and telephone communication of the Sheriff's Office, dispatch patrol cars; maintain other office records.

**PLEASE NOTE: Do not apply to this posting unless you have completed initial testing through Public Safety T**

**Upcoming Public Safety Testing for Radio Dispatcher in the area will be held:**

**- Friday, September 28, 2018 - Newman Lake, WA**

All applicants must first apply through the Public Safety Testing (PST) website, <http://www.publicsafetytesting.com/event>. Select the test date to come in to take the written exam. During the registration process, you will be prompted to take the test. The passing grade on the typing test for the Spokane County Sheriff's Office is **45 WPM**. You must have a passing typing test before you attend your test date. **NOTE: There is a fee to take the test with Public Safety Testing.** The fee must be paid to the scheduled test date to confirm your seat at the test. It may be a good idea to make sure you are able to pass the test before paying the fee.

Public Safety Testing is facilitating the initial part of this test for Spokane County. Please contact them directly with any questions specific to this part of the testing process. You can either call 1-866-447-3911 or email [contact@publicsafetytesting.com](mailto:contact@publicsafetytesting.com).

*Once Civil Service receives your scores from Public Safety testing, you will be sent an email with instructions to submit application with Spokane County through NEOGOV. Do not submit a Spokane County application without taking the Public Safety Test first. Your application will not be accepted.*

NOTE: You will also need to complete the Public Safety Testing Personal History Statement.

**SPOKANE COUNTY IS HOLDING AN INFORMATIONAL OPEN HOUSE ON:  
DATE TO BE DETERMINED**

**FOR ANYONE WHO WOULD LIKE MORE INFORMATION ON THE POSITION, THE HIRING PROCESS AND WORK AT THE SPOKANE COUNTY SHERIFF'S OFFICE. THERE WILL BE A REPRESENTATIVE FROM THE DISPATCH CENTER ATTENDING TO ANSWER JOB SPECIFIC QUESTIONS. RESERVATIONS ARE REQUIRED. CONTACT CIVIL SERVICE AT 509-477-4711 TO RESERVE YOUR SPOT.**

**AGENCY TESTING**

**ZONE 911/CRITICAL TEST DATES:  
TO BE DETERMINED**

**ORAL BOARD INTERVIEW DATE:**

**TO BE DETERMINED**

\*\*\*\*\*

**READ APPLICATION INSTRUCTIONS CAREFULLY****REQUIRED ADDITIONAL DOCUMENTS CHECKLIST (MUST BE UPLOADED WITH YOUR SPOKANE COUNTY APPLI AFTER PASSING THE PST TEST):**

- **Copy of valid driver's license** (*MUST be uploaded with your application; front side only*)
- **DD214 - Member Form 4** (*if applicable; See RCW 41.04.010 as to how Veteran's Preference is applied.*)
- Copy of **Permanent Resident Card AKA "Green Card"** (if applicable)
- **Sealed official transcripts from the school of your highest level of education.** (*All transcripts must be sealed offic copies. They cannot be uploaded with your application. Please mail official copies to: Spokane County Civil Service, 6011 Rd., Newman Lake, WA 99025). If you have already submitted official transcripts to Civil Service, please do not resubmit. make sure to verify Civil Service has your transcripts on file.*)

**DO NOT SUBMIT RESUME**

**\*\*ALL REQUIRED ADDITIONAL DOCUMENTS MUST BE RECEIVED BY CIVIL SERVICE BEFORE AN APPLICANT IS PERMITTED TO TAKE THE ZONE 911/CRITICAL EXAM. IF ALL ADDITIONAL REQUIRED DOCUMENTS ARE NOT UPLOADED WITH APPLICATION OR SUBMITTED TO CIVIL SERVICE, APPLICATION WILL NOT BE ACCEPTED.\*\***

**EXAMPLES OF DUTIES:**

Duties may include, but are not limited to the following:

Receive and transmit radio, computer, 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 quickly and accurately and take effective action to help assure officer and public 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 awareness of field personnel status and location. Prioritize pending calls-for-service.

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

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

Testify in court.

Respond to the Department of Emergency Management situations such as severe weather, hazardous chemical spills, and disasters or emergencies, as necessary.

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

Perform variety of clerical duties that require accuracy including typing, database entry, and related duties as required.

Clean and dust equipment as needed.

Performs other related duties as required.

**MINIMUM REQUIREMENTS:**

Must be a citizen of the United States of America or a lawful permanent resident who can read and write the English langu felony convictions. Vision correctable to 20/20 in the good eye and 20/30 in the lesser eye. Normal color vision. No unc hearing loss, in either ear, can be greater than:

500 Hz 1000 Hz 2000 Hz 3000 Hz  
 Better Ear 35 dB 30 dB 30 dB 40 dB  
 Worst Ear 35 dB 50 dB 50 dB 60 eB

Keyboarding ability of 45 WPM. Valid drivers license at hire and during employment.

**SELECTION FACTORS:**

## 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, multiple computer programs on multiple computer monitor screens, radio dispatching console associated equipment
- basic principles and procedures of record keeping
- basic principles and practices used in dealing with the public

## Skilled in:

- learning to operate emergency dispatch and communications equipment including radio, computers, telephone, and Tele equipment simultaneously
- type and enter data at 45 WPM with expectation speed will improve to keep up with traffic pursuits/emergency traffic
- ability to accurately input information into computer system including lengthy number/letter combinations
- Windows-based computer operating system along with the use of computer for technical and communication application
- word processing and/or data entry skills
- communication/interpersonal skills with co-workers, supervisors, and the public sufficient to exchange or convey information to receive work direction

## Ability to:

- get along with others, work as part of a team and accept constructive criticism
- learn standard radio broadcasting and dispatch procedures and rules
- learn, interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and FCC regulations regarding transmission and reception of public safety radio traffic.
- learn the geography of Spokane County including primary and secondary highways, streets, roads, lanes, public building landmarks, businesses, medical facilities, etc.
- learn to quickly obtain critical information and prioritize calls.
- work well under pressure, exercise good judgment and make sound decisions in emergency situations
- effectively receive, prioritize, and document input received concurrently from multiple sources under high stress situations manage priorities
- maintain self-awareness to stressors and find appropriate stress relief
- quickly adjust stress levels and performance levels on a continuous basis
- effectively communicate with and elicit information from upset and irate citizens
- communicate clearly and concisely, both orally and in writing
- think clearly and act quickly and calmly in emergency situations
- make decisions quickly and transmit these to patrol units in the field in a clear manner in emergency situations
- perform work requiring good hearing, good diction and a clear voice
- understand and follow complex oral and written communications
- follow directions, directives, and orders without complete explanation or complete knowledge of the situation
- establish and maintain effective working relationship with subordinates, other personnel, agencies and the public
- maintain confidentiality of sensitive information

## Physical Requirements:

- normal dexterity
- ability to physically and mentally multi-task simultaneously
- vision must be correctable to 20/20
- hearing, color vision and spatial perception must be within normal limits
- environmental factors may include enclosed space restriction (physically connected into console), noise, working within quarters of others, may have limitations on breaks due to situations
- 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 district.

APPLICATIONS MUST BE FILED ONLINE AT:  
<http://www.spokanecounty.org/employment>

Position #15-00234  
 COMMUNICATIONS OFFICER (CIVIL SERVICE)  
 TM

824 N Adams  
 Spokane, WA 99260  
 509-477-5750

[lwojtowicz@spokanecounty.org](mailto:lwojtowicz@spokanecounty.org)

Human Resources      Civil Service  
 (509) 477-5750      (509) 477-4711

[hr@spokanecounty.org](mailto:hr@spokanecounty.org) [cs@spokanecounty.org](mailto:cs@spokanecounty.org)

**Communications Officer (Civil Service) Supplemental Questionnaire**

\* 1. Are you a citizen of the United States who can read and write the English language?

Yes

No

- \* 2. Do you have a high school diploma or equivalent (GED)?
  - Yes
  - No
- \* 3. Have you completed initial testing for Radio Dispatchers through Public Safety Testing? Applicants MUST complete this initial testing before proceeding with a Spokane County application.
  - Yes  No
- \* 4. Have you uploaded a copy of your current driver's license? Applications without this attachment will not be accepted.
  - Yes  No
- \* 5. Have you submitted, or shown proof of order, your sealed-official transcripts from your highest level of education to the Civil Service office? Official transcripts MUST be received in Civil Service by the date of the exam.
  - Yes  No
- \* 6. I understand that all information provided herein is subject to verification and is true to the best of my knowledge and ability. I understand that any falsification may cancel any terms, conditions, or privileges of employment.
  - Yes, I certify to this.
  - No, I do not certify to this.
- \* Required Question