



TILLAMOOK COUNTY
EMERGENCY COMMUNICATIONS DISTRICT
— 911 —

TO: 9-1-1 Dispatcher Applicants
FROM: Eric Swanson, BBA, NREMT-P
Administrator
DATE: September 5, 2008
SUBJECT: Application Packets

In this packet, you will find the following items:

- Recruiting Announcement
- Application for Employment
- District Information document
- Supplemental Questions
- Job Description: 5.2

SUBMIT the following:

- Cover Letter (To Eric Swanson, Administrator)
- Résumé
- Completed Application
- Supplemental Questions
- Signed & Dated Job Description
- Typing Certificate – 30 words per minute

Please note the following:

- Fill out the Application for Employment – listing work experience as requested (if any) and initial all spaces where indicated on the back.
- Answer all questions on the Supplemental Questions sheet to the best of your ability. You may use an additional sheet of paper for your answers if desired. Be sure to print and sign your name at the bottom of the Supplemental Questions as directed.
- The Job Description: 5.2 is a description of the skills the successful, **trained** applicant will have upon completion of all training. Please sign and date the last page of the job description. This does not mean you are required to have these skills and abilities as a new employee.
- A certified typing test, with a 30 WPM minimum speed, is required as part of the completed application packet.
- Incomplete applications will not be considered.

Please contact Administrative Assistant Lisa McKibbin or myself at 503-842-3446 if you have any further questions. You can also contact us through our website at www.tillamook911.com

APPLICATION PERIOD CLOSSES:
September 25, 2008



TILLAMOOK COUNTY
EMERGENCY COMMUNICATIONS DISTRICT
— 911 —

RECRUITING ANNOUNCEMENT

9-1-1 Dispatcher

The Tillamook County Emergency Communications District is seeking applicants for the position of 9-1-1 Dispatcher.

This opening is available for quick, accurate, self-assured individuals to learn and operate our progressive Computer-Aided Dispatch (CAD) and Enhanced 9-1-1 system. We provide an extensive training program during which time the trainee is monitored closely by a certified trainer and evaluated on a daily basis. As a trainee you will learn the skills to perform call handling and dispatch of police, fire, and medical units.

Emergency dispatch work is frequently intense and demanding, requiring working weekends, holidays and rotating day, evening, and night work schedules. Applicants must possess the ability to determine priorities and make critical decisions promptly.

Competitive candidates will possess the ability to communicate clearly and accurately. They will also be required to speak clearly and distinctly, and handle multiple, simultaneous, demands effectively and efficiently. They must also act calmly, quickly and with good judgment in emergency situations. Maintaining effective working relationships with co-workers, user personnel, and the public is essential. Previous experience in the emergency services, or related field, preferred.

Tillamook County Emergency Communications District serves 24 agencies including 4 law enforcement agencies, 8 fire departments, and 1 emergency medical service providers. The District serves a population of over 23,000 citizens in 2,625 square miles and nearly 1,000,000 visitors to Tillamook County each year. The District dispatched over 50,000 incidents in 2007.

All Dispatchers become certified as Telecommunicators and Emergency Medical Dispatchers. These certificates are obtained through the Oregon Department of Public Safety Standards and Training.

SALARY & BENEFITS:

STEP	Trainee	1	2	3	4	5	6
Monthly Amount	\$2,336	\$2,460	\$2,583	\$2,714	\$2,848	\$2,990	\$3,142
Annual Amount	\$28,032	\$29,520	\$30,996	\$32,568	\$34,176	\$35,880	\$37,704
Hourly	\$ 13.48	\$ 14.19	\$ 14.90	\$ 15.66	\$ 16.43	\$ 17.25	\$ 18.13
OT	\$ 20.22	\$ 21.29	\$ 22.35	\$ 23.49	\$ 24.65	\$ 25.88	\$ 27.20

Health and welfare benefits are paid in accordance with the collective bargaining agreement.

REQUIREMENTS:

1. Employment Application
2. Supplemental Questions
3. Resume'
4. Cover Letter
5. Signed/dated Job Description
6. Typing Certification- 30 WPM

Proper completion of these requirements is necessary for the application to be considered for selection.

Employment is contingent upon successful completion of a thorough background investigation and criminal history check as well as drug and health screen.

SUBMIT MATERIALS TO:

Lisa McKibbin
Tillamook County Emergency Communications District
P.O. Box 911
Tillamook, OR 97141

TILLAMOOK COUNTY EMERGENCY COMMUNICATIONS DISTRICT

Application for Employment

Job Applied For: _____ Date: _____

Name: _____

Address: _____

Telephone (Home): _____ Work (or Msg): _____

Previous Work Experience (Most Recent First)

Company Name: _____

Company Address: _____

Position Held: _____ Latest Salary: _____

Dates Worked: _____

Supervisor/Contact: _____ Telephone: _____

Main Job Duties: _____

Reason for Leaving: _____

May we contact your current employer? _____

Company Name: _____

Company Address: _____

Position Held: _____ Latest Salary: _____

Dates Worked: _____

Supervisor/Contact: _____ Telephone: _____

Main Job Duties: _____

Reason for Leaving: _____

May we contact your current employer? _____

Company Name: _____

Company Address: _____

Position Held: _____ Latest Salary: _____

Dates Worked: _____

Supervisor/Contact: _____ Telephone: _____

Main Job Duties: _____

Reason for Leaving: _____

May we contact your current employer? _____

The District makes its employment decisions without regard to race, color, sex, national origin, religion, marital status, age, prior industrial injury, mental or physical handicaps or any other protected classification unrelated to job performance. It is the District's policy to comply with the provisions of the Immigration Reform and Control Act of 1986 and to hire only authorized workers. If you are hired, you will be asked to provide verification of your work eligibility. The type of verification required may change from time to time as federal regulations are promulgated or amended. Your employment will not be continued if you are unable or unwilling to provide the verification requested by the District.

REFERENCES

List three (3) persons *other than relatives* whom have known you longer than one (1) year:

NAME	ADDRESS (City & State)	TELEPHONE No.

Please read the following paragraphs carefully. Initial each paragraph before signing application.

_____ In submitting this application for employment, I authorize investigation of all statements contained in it, and it is understood and agreed that any misrepresentation by me in this application may result in cancellation of the application and/or separation from the District's service if I have been employed. Misrepresentation may include false statements or significant omissions from employment history.

_____ I agree that after an offer of employment is made, I will undergo a physical and/or psychological examination (including screening of blood or urine for controlled substances), at the District's expense, if requested.

_____ In consideration of any employment, I agree to conform to the rules and regulations of the company. My employment and compensation can be terminated, with or without cause, and with or without notice, at any time, at the option of either the District or myself. I understand that no representative of the District except with prior written approval of the Board of Directors has any authority to enter into any agreement for any specified time or to make any agreement contrary to the foregoing.

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED.

I CERTIFY THAT I HAVE READ ALL OF THIS APPLICATION AND THAT THE INFORMATION I HAVE PROVIDED IS TRUE AND CORRECT.

Signature _____

Date _____



Tillamook County Emergency Communications District -911-

The Tillamook County Emergency Communications District, formed in 1988, provides emergency 911 telephone services to the citizens of Tillamook County. In addition to 911 services, the District provides emergency dispatching and communications related services to all public safety providers within the County. The District is governed by an elected five-person Board of Directors that meets once a month in the Administration Building at 2311 Third Street in Tillamook.

BOARD OF DIRECTORS

Todd Anderson, Chair
 John Eckhardt, Vice-Chair
 Paula Tucker, Secretary
 Jim McKillip, Director
 Mike Sheldon, Director

ADMINISTRATOR

Eric Swanson, BBA, NREMT-P

OPERATIONS MANAGER

Jeanette Austin

POPULATION AND SERVICE AREA

Over 24,000 citizens in 2,625 square miles, as well as nearly 1,000,000+ visitors to Tillamook County each year.

CENTER AND STAFFING

The District's Communications Center is centrally located in Tillamook, and provides communications via radio repeaters that are strategically located throughout the county.

Total staffing = 14

- 1 Administrator
- 1 Operations Manager
- 1 Administrative Assistant
- 1 Supervisor
- 10 Full-Time Dispatchers

All Dispatchers are certified Telecommunicators and Emergency Medical Dispatchers. These certificates are obtained through the Oregon Department of Public Safety Standards and Training.

USER AGENCIES

Law Enforcement Agencies	4
Fire Agencies	8
EMS Agency	1
Secondary Agencies	76

2006 EMERGENCY RESPONSES

Total Incidents Dispatched	50,650
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TAXABLE ASSESSED VALUATION

\$2,009,278,716

ANNUAL OPERATING BUDGET

\$1,080,294

TILLAMOOK COUNTY EMERGENCY COMMUNICATIONS DISTRICT

SUPPLEMENTAL QUESTIONS - 9-1-1 DISPATCHER

In order to identify each applicant's qualifications for this position, the following information, relating to abilities, experience and training, is required. In addition to the required District application, all questions on this supplemental questionnaire must be answered and returned with your application. Applications submitted without the supplemental questionnaire or with incomplete answers will not receive further consideration for this position.

Instructions: Respond to each of the following questions in the space provided. If additional space is required, attach additional pages or write on the reverse side. Most questions require a simple "Yes" or "No" response. Print your full name at the bottom of the page and sign where indicated.

1. Do you type 30 words per minute accurately? Yes_____ No_____
2. Number of years using a personal computer? Years_____
3. Please list your ability to work with the following personal computer applications:
Spreadsheet (type, if known) _____ Yes_____ No_____
Word Processor (type, if known) _____ Yes_____ No_____
Database (type, if known) _____ Yes_____ No_____
4. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans? Yes_____ No_____
5. Are you willing to be closely supervised and questioned routinely about why you followed a certain course of action without taking it personally? Yes_____ No_____
6. Have you ever been convicted of a felony? Yes_____ No_____
If yes, please explain: _____
7. What experience do you have in general office procedures?
8. Give an example of a time when you used good organizational skills (putting things in order) and attention to detail in a job setting.
9. Explain why you want a position in emergency communications.

STATEMENT: The information on this form or its attachments is true, complete and accurate to the best of my knowledge. I acknowledge that any falsehoods, omissions or misrepresentation of facts or submission of an incomplete questionnaire will result in my disqualification from consideration and/or employment of this position.

Name of Applicant (Please Print)

Signature of Applicant



**Tillamook County
Emergency Communications District
— 911 —**

POSITION DESCRIPTION	
CATEGORY NO: 5.2	POSITION: DISPATCHER
EFFECTIVE DATE: June 8, 2005	APPROVED: Eric Swanson, BBA, NREMT-P Administrator
ACCREDITATION REFERENCE:	

GENERAL STATEMENT OF DUTIES:

1. To assist in the operations of Tillamook County Emergency Communications District which includes:
 - a. Responsibility for performing duties in a centralized public safety communications center. It involves the operation of complex communications equipment including micro-processor controlled radio and telephone control consoles and computer terminals in dispatching police, fire, medical, and other public safety units as requested or necessary;
 - b. Responsibility for keeping accurate records of communications received and transmitted. Duties require fast, efficient, and accurate receiving and dispatching of calls and message from and to police, fire and medical personnel in the field;
 - c. The nature of this position requires the exercise of sound judgment in handling emergency situations and the ability to remain alert throughout and assigned watch.

SUPERVISION RECEIVED:

1. Works under the direction of the Dispatch Supervisor within well-established deadlines. Supervision received is more general than specific.

SUPERVISION AND AUTHORITY EXERCISED:

1. Supervision of others is minimal;
2. May be required to provide training and coaching as assigned.

EXAMPLES OF PRINCIPAL DUTIES:

1. The duties listed shall not be construed to be all-inclusive and will include other responsibilities as required.
2. Operates computer-aided dispatch computer terminal, radio, and telephone control consoles in dispatching public safety resources and routing other emergency calls to the appropriate agencies.

3. Receives emergency call information; dispatches calls to appropriate units or departments; maintains information on units activities; accesses computer terminals to obtain, transmit and record information such as vehicle license numbers, drivers information, warrants and stolen vehicle information; enters record information via computer-aided dispatch terminal; maintains status of equipment; completes radio logs, and other forms to maintain control and to record the activity of dispatched units.
4. Relays and receives information from other public safety organizations; notifies other service agencies such as road maintenance, public works, signal and light maintenance, PUD, US Coast Guard, Forestry, US Forest Service, and miscellaneous activities.
5. Maintains accurate records of information and calls for service and calls received or dispatched via computer-aided dispatch program.
6. Provides and receives information on emergencies to and from co-workers.
7. Reports to Supervisor or Administrator the need for radio, telephone, or equipment repairs.
8. Studies and maintains familiarity with major roads, streets, industrial plants, public buildings and the general geographic locations of cities, towns, and landmarks of Tillamook County.
9. Maintains record of time and nature of unusual or significant events, and other pertinent information facilitating efficient emergency communications dispatching.
10. Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Knowledge of public communications methods and practices, including dispatching, radios, multi-line telephone systems, and computer technology;
2. Substantial knowledge of the terminology and procedures used by police, fire, EMS, and other emergency services in communications dispatching;
3. Establish and maintain effective working relationships with employees, public and private officials, and the general public;
4. Demonstrates ability in the operation of Tillamook 9-1-1 or like-size center communications equipment and procedures;
5. Ability to make prompt and appropriate decisions based on available information;
6. Knowledge of geography and address systems used in Tillamook County;

7. Working knowledge of various computer applications including:
 - a. Microsoft Word;
 - b. Microsoft Access;
 - c. Microsoft Outlook;
 - d. Microsoft Excel;
8. Knowledge of the functions of the various partner agencies and other community resources available in the area of emergency services;
9. The ability to function efficiently in stressful situations;
10. The ability to maintain clear and accurate records;
11. The ability to train new personnel in communications dispatching procedures;
12. Ability to dispatch public safety equipment in a quick and efficient manner; ability to relay information exactly as received; ability to react quickly, efficiently, and calmly in an emergency situation and to adopt an effective course of action; ability to speak clearly and distinctly in a well-modulated and pleasant voice; ability to understand and follow verbal and written instructions; ability to deal with the general public, co-workers and others with whom they come into contact in the performance of duties.

**EXPERIENCE, TRAINING,
AND EDUCATION:**

1. Responsible experience or course work in communications, or any satisfactory equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

WORKING CONDITIONS:

1. Position is union and considered non-exempt;
2. Position requires the ability to work:
 - a. Days;
 - b. Evenings;
 - c. Weekends; and,
 - d. Holidays;
3. Position requires the ability to work any of the various shifts designated by the District throughout the course of employment.

EXPECTATIONS:

The District requires that all of it's members abide by the following statement of expectations:

1. Be fair, honest, considerate and professional;
2. Show respect for one another;
3. Not condone those who seek to hurt others or Tillamook 9-1-1 with inappropriate behavior;
4. Avoid, and not tolerate, behavior that is inappropriate (racist, sexist, vulgar, or insulting).

5. Stop rumors and hold other accountable for what they say;
6. Support individual responsibility;
7. Safeguard one another's right to be heard, share ideas, and discuss issues;
8. Not engage in critical conversations regarding other team members;
9. Be timely and thorough in completing work assignments;
10. Thank and praise;
11. Focus on one another's strengths and contributions;
12. Support mental and emotional well being;
13. Act to become part of solutions, not part of the problem;
14. Use Policy and Procedure manual as a guideline;
15. Not leave work for other to finish;
16. Treat the public and others we contact with fairness, courtesy, and respect;
17. Recognize that the service we perform is our highest priority.

EVALUATION:

1. Evaluation of this job will be in accordance with the District policy on evaluation of the Dispatcher.

By my signature below, I certify that I have read and understand the contents of the job description.

Signature

Date