

WASHINGTON-YUMA COMBINED COMMUNICATIONS

216 E. 3rd Ave. P.O. Box 96 Yuma, Colorado 80759
970-848-0464 Fax 970-848-0160 www.wycomm.org

PUBLIC SAFETY DISPATCH



Dear Applicant,

We greatly appreciate your interest in becoming an Emergency Dispatcher. We realize that many applicants do not fully understand what may be expected of them. Therefore, we strongly encourage all candidates to schedule a time to come do some observing in the dispatch center. This will give you an opportunity to see more of what we do, see what shift work is all about, and just chat with a few of your potential co-workers.

Before scheduling an oral interview, we require each applicant to complete a typing test and an aptitude test. You may do this at anytime and an appointment is not necessary. It is advised that you complete these as soon as possible, and you may do so when turning in your application.

We look forward to meeting you!

Sincerely,

Washington-Yuma Combined Communications

JOB DESCRIPTION

COMMUNICATIONS OFFICER

TECH I

GENERAL DESCRIPTION

The communications officer is responsible for receiving all calls to the Communications Center, analyzing the calls, and determining the appropriate need for response. He /she notifies county law enforcement, fire and/or ambulance personnel of requests for service, and follows through on all responses. He /she answers to the Director, or his designee. The Communications Officer Tech I is not an exempt employee.

EXAMPLES OF WORK

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The Washington Yuma Combined Communications Center reserves the right to modify or change the duties or essential functions of this job at any time.

Clerical and custodial duties.

Answers telephone for:

- Law Enforcement
- Fire Departments
- Ambulance Services
- Public Works

Advises all personnel of the above agencies' requests for service or response, and monitors responders by radio and telephone.

Keeps accurate records of all calls for responders as to date, time, location and status.

Passes along all appropriate information received from sources other than radio or telephone (i.e. teletypes and correspondence) to the proper agencies and / or personnel.

Monitors Center security-- doors, video cameras, etc.

Keeps accurate and complete records of personal work schedules.

Properly briefs relief personnel of current situations, status of all on duty personnel, and location and status of emergency response equipment. In turn, is properly briefed at beginning of shift.

Monitors status of all center equipment such as radio consoles, telephone equipment, logging recorder, computer, scopes, alarm systems, and all other equipment in the Center. Performs minimal maintenance. Reports all need for maintenance or repair to the Director.

Monitors supplies used by the center staff. Informs Director or designee of needs.

Keeps personal work area neat and organized. Replaces supplies as needed.

Performs other duties as necessary and assigned.

EDUCATION

Minimum of high school diploma or GED equivalent.

OTHER REQUIREMENTS

Communications officers shall:

Be able to multitask efficiently.

Speak clearly and distinctly at all times.

Be able to remain calm, think clearly, and react swiftly in an emergency.

Possess a working knowledge of the geography of Washington-Yuma Counties and the surrounding areas, as these are the areas covered by the agencies served at the Center.

Have a thorough knowledge of CCIC / NCIC, responsibility, and function of the agencies served.

Be familiar with all equipment and operations of the Center.

Be able to establish and maintain working relationships with all other staff members of the Center.

Pass a background investigation.

Pass a written / oral examination (s) as required.

Be a minimum of 18 years of age and a U.S. citizen.

Be willing and able to work rotating shifts, weekends, and holidays.

Be willing to attend workshops, seminars, or training functions to advance his / her skills and knowledge at the Director's request.

EXPERIENCE AND TRAINING:

Must be able to read, understand, and follow directions, as well as communicate effectively.

Must be able to keyboard at a rate of at least 30 words per minute.

Must be able to pass Priority Medical Dispatch training.

Must be able to pass and certify in CPR.

EQUIPMENT USED:

Computers, telephones, radio consoles, fax machines, weather stations, paging encoders and other dispatch related equipment.

PHYSICAL REQUIREMENTS:

Ability to conduct activities involving extensive sitting.

Ability to grasp and manipulate office equipment, hand tools, and similar other tools and materials.

Ability to conduct activities involving stooping, kneeling/ bending, crouching, twisting, and reaching on a moderate basis.

Ability to participate in routine conversation in person or via telephone and radio.

Ability to work on computers for substantial amounts of time.

Ability to lift 40 pounds to waist high level and hold for 30 seconds.

ENVIRONMENTAL CONDITIONS:

The majority of this position's duties are performed in an indoor or protected environment. The incumbent may be exposed to noise, mechanical, and electrical hazards, or other related conditions associated with an office environment. The Communications Center has many computers and related hazardous conditions due to multiple computer screens.



Washington-Yuma Combined Communications Application for Employment

Position applied for:	Date of Application:
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Washington-Yuma Combined Communications is an equal opportunity employer. We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, political affiliation, or any other legally protected status.

Please print:

Name: First	Middle	Last
Address:		
Telephone number:	Social Security Number:	
E-mail:		
How did you learn about this position? __Advertisement __Friend or relative __Walk-in __Other (Explain):		

Eligibility

If you are under 18 years of age, can you provide required proof of your eligibility to work?	Yes	No	N/A
Have you filed an application with WY Communications before?	Yes	No	
If YES, give dates: _____			
Are you currently employed?	Yes	No	
If YES, may we contact your current employer?	Yes	No	N/A
Are you prevented from lawfully becoming employed in this country due to visa or immigration status? <small>(Proof of citizenship or immigration status will be required.)</small>	Yes	No	
On what date will you be available to work? _____			
Are you available to work: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> Rotating shifts			
Are you currently on "lay-off" status	Yes	No	
Can you travel if the job requires it?	Yes	No	
Have you been convicted of a felony within the last seven years?	Yes	No	

Education

	Name and address of school	Course of Study	Years completed	Diploma or Degree
Elementary				
High School				
College				
Other (Specify)				

Indicate any foreign languages that you can speak, read, or write

	Fluent	Good	Fair
Speak			
Read			
Write			

Describe any specialized training, apprenticeship, skills, etc., that would help qualify for this position. If you have any prior dispatch experience, please include the brands and types of equipment that you are/were familiar with.

Indicate any specific skills that you have.

Check the appropriate box.

	No experience	Novice	Intermediate	Expert
Customer service				
Multi-line phone				
Word Processor				
Spreadsheet				
Google Drive				
Facebook pages				
Web design				
Computer Networking				
Microsoft Outlook				

Others? Please list: _____

Employment experience: Start with your current or last job. Maintain chronological order. Account for all time periods. Include military service and volunteer activities. You may exclude organizations which indicate race, color, religion, gender, national origin, disabilities, or other protected status. Fully complete this and all sections, **even if you are attaching a resumé.** Additional pages may be used if needed.

Job title	Dates Employed	Supervisor Name
Employer	Wages when started	Wages at end (or present)
Address	Phone	Reason for leaving

Job Description: _____

May we contact this employer: Yes No

Job title	Dates Employed	Supervisor Name
Employer	Wages when started	Wages at end (or present)
Address	Phone	Reason for leaving

Job Description: _____

May we contact this employer: Yes No

Job title	Dates Employed	Supervisor Name
Employer	Wages when started	Wages at end (or present)
Address	Phone	Reason for leaving

Job Description: _____

May we contact this employer: Yes No

List professional, trade, business, or civic activities and offices held. You may exclude membership which would reveal gender, race, religion, national origin, age, ancestry, disability, or other protected status.

References

Name	Address	Phone

Applicant's Statement:

I certify that answers given herein are true and complete to the best of my knowledge. I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision. This application for employment shall be considered active for a period of time not to exceed six (6) months. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether or not applications are being accepted at that time.

I hereby understand and acknowledge that, unless defined by applicable law, any employment relationship with this organization is of an "at will" nature, which means that the employee may resign at any time, and that the employer may discharge employees at any time with or without cause. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing by a resolution of the board of county commissioners. In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of the employer.

Signature of Applicant

Date