



Telecommunicator

Starting Salary: \$4,885 / month

Job Type: Full Time, Non-exempt

Bargaining Unit: Teamsters Local 760

Location: Wenatchee, WA

Department: Operations

Closing Date: Continuous

RiverCom is a multi-jurisdictional designated Public Safety Answering Point (PSAP) that provides emergency call-taking and dispatch services for law enforcement, fire districts and departments, and public and private ambulance services in Chelan and Douglas counties.

JOB SUMMARY:

A Telecommunicator answers 9-1-1 calls, dispatches law enforcement, fire resources and EMS. The Telecommunicator position requires communication and decision-making skills. A Telecommunicator is expected to adapt to and engage in ongoing changes in leading communication technology.

KEY AREAS OF RESPONSIBILITY AND ESSENTIAL JOB FUNCTIONS:

The key areas of responsibility and essential job functions of the Telecommunicator includes, but is not limited to, effective and successful work performance in the following areas:

- Required to maintain regular and predictable attendance associated with regular work schedule, voluntary and mandatory overtime assignments, and maintain appropriate leave bank levels
- Employees are required to work a regular 40-hour per week schedule plus additional hours on nights, weekends, holidays, etc. to cover scheduling as needed
- Must be able to respond to requests to work (via personal cell phone) on short notice, report to work for call-backs, and/or for extended shifts for up to twelve (12) consecutive hours over multiple days, twenty-four (24) hours a day, seven (7) days a week in order to maintain mandatory minimum staffing levels as needed
- Wearing a single-sided headset, must be able to simultaneously hear and understand conversations in the room, radio communications through the head-set and over external speakers and telephone conversations
- Maintains a professional, calm, and positive customer service attitude at all times while interacting with callers
- Maintains a polite and positive attitude at all times with management, supervisors, co-workers, public safety personnel, and other associates
- Processes sensitive information in a discreet and professional
- Utilizes established protocols to quickly and independently determine appropriate action
- Assign public safety personnel to calls-for-service, monitor and accurately maintain the first responder location status, anticipate the needs and react to requests from first responders in a timely manner

- Enters and retrieves data on Federal, State, and local intelligence systems to assist law enforcement agencies in and out of Washington State
- Calmly and quickly provides medical instructions over the telephone, such as CPRfirst-aid
- Maintain professional certifications and competency in the use of complex communications equipment, and complete training as assigned promptly and satisfactory.
- Participates in the development, implementation, and review of procedures, policies, and training programs as assigned
- Ability to use Word, Excel, and CAD (Computer-Aided Dispatch) system technology
- Performs other related duties as assigned

TYPICAL WORK ENVIRONMENT:

Work is generally performed in a secure, quiet, office-like environment.

- Employees are required to follow core mission and values, policies and procedures
- RiverCom is a non-smoking workplace; the use of any tobacco products or simulated smoking devices of any type is strictly prohibited in the facility and at the work sites
- Weapons are strictly prohibited within the facility, and on the premises
- There is no expectation of privacy; all communications, including verbal, written, and electronic communications may be recorded and archived by RiverCom and made available to the public under the Freedom of Information Act and/or Washington State’s Public Records Act.

PHYSICAL REQUIREMENTS:

As a condition of employment, employees must be able to regularly and consistently meet the following physical abilities in the work environment.

- Must be able to sit for long periods of time
- Ability to wear telephone/radio headsets through-out the entire work period
- Ability to remain alert and responsive

REQUIRED SKILLS AND CHARACTERISTICS:

- Ability to make decisions based on structured rules
- Ability to multi-task under stressful conditions
- Ability to effectively communicate including the ability to speak clearly and concisely and to be understood when speaking over the telephone and/or radio
- Ability to react quickly and purposefully to emergency and unanticipated circumstances and when processing multiple and simultaneous requests via voice, telephone, radio, and computer
- Ability to comprehend the importance of and maintain levels of safety for public safety personnel
- Ability to work professionally with diverse groups of people and to demonstrate control, self-confidence, and common sense
- Ability to perform work while upholding RiverCom’s mission, objectives, goals, direction, and values.

REQUIRED QUALIFICATIONS:

- Ability to communicate fluently in English, both verbally and in writing
- High School Diploma or G.E.D.
- United States citizenship or Permanent Resident Card
- Valid Driver’s License issued by current State of residence
- Personal cell phone with texting for contact and call-in
- Successfully pass a skills test assessing data entry, decision-making, character comparison, cross referencing, reading comprehension and sentence clarity, and multi-tasking
- Ability to proficiently type 35 words per minute, or at least 4500 keystrokes per hour
- Ability to proficiently operate a variety of office and computer equipment
- Successfully complete and pass pre-employment (background check, credit check, psychological evaluation, and health and drug screening) and testing
- Free from illegal drugs for three (3) years, both federal and state.

CONTINUED LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

Continued employment is conditional on the employee’s ability to successfully complete a mandatory training period, attain and maintain the following certifications, and meet certain continuing criteria of employment:

- Washington State Patrol ACCESS Level I and II certifications
- CPR certification
- NIMS Emergency Management certifications
- WA Criminal Justice Training Commission (CJTC) Telecommunicator I and II certifications
- Possess and maintain a valid Washington State Driver's License and the minimum amount of automobile insurance required by Washington State law
- Continued ability to work varying shift schedules, overtime hours, and holidays
- Continued ability to maintain regular and predictable attendance

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all-inclusive list of work requirements. This job description does not constitute a written or implied contract of employment.

RIVERCOM 911 IS AN EQUAL OPPORTUNITY EMPLOYER

CLOSING STATEMENT:

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.

Applicant:

Human Resources:

Name Date

Name Date