



Island County Emergency Services Communications Center

840 SE Barrington Drive

Oak Harbor, WA 98277

www.icom911.org (currently under construction)

Scanned/e-mailed application packets accepted, if original forms are subsequently delivered to I-COM 911

monica@icom911.org subject line: Dispatcher application

Island County Emergency Services Communications Center (I-COM 911) is an inter-local agency providing 911 Call Receiving and Dispatching services for law enforcement, fire and emergency medical responders serving Whidbey and Camano Islands. I-COM 911 serves 10 member agencies, with a seven-member Board of Directors, representing the following:

Law Enforcement

Island County Sheriff's Office
Oak Harbor Police Department
Langley Police Department
Coupeville Marshal's Office

EMS

Whidbey Health

Fire

Camano Island Fire & Rescue
North Whidbey Fire & Rescue
South Whidbey Fire/EMS
Central Whidbey Island Fire & Rescue
Oak Harbor Fire Department

Located at the north end of Whidbey Island in Oak Harbor, Washington, I-COM 911 is based in a 4,000 sq. ft. structure, adjacent to the Oak Harbor Police Department. I-COM 911, operational since March 1997, employs 16 Dispatchers, all cross-trained to handle in-progress emergencies or calls of a non-emergent nature for fire, search and rescue, law enforcement or medical assistance.

Nature of Work:

This is responsible, time sensitive work, receiving and dispatching Enhanced 9-1-1 calls for law enforcement, fire or emergency medical services within unincorporated Island County and its cities and towns. An I-COM 911 Dispatcher is required to deal with sensitive information in a discreet and professional manner, dispatching fire, emergency medical, and law enforcement units in accordance with the location and nature of the call for assistance. Dispatchers operate two-way radios, state of the art telephone and computer equipment when receiving and transmitting calls. Work is performed within prescribed rules and regulations. Performance is evaluated by the Center's Supervisor through observation of daily activities, logs and interaction with the individuals assigned.

Job Duties and Responsibilities:

- Receive and allocate emergency and business calls for service by law enforcement, fire, or emergency medical unit(s) and monitor status in emergency and non-emergency situations.
- Enter emergency response information into the computer using a Computer Aided Dispatch (CAD) system.
- Calm, negotiate, question, advise and otherwise communicate with callers to obtain accurate and essential information necessary to establish priority and code of the emergency, exercising proper professional judgment in stressful situations.
- Make referrals to other agencies if appropriate, pursuant to I-COM guidelines, policies & procedures.
- Make appropriate professional decisions that affect the outcome of public safety services in accordance with I-COM guidelines, policies and procedures.
- Record time, location and nature of law enforcement, fire or medical emergency to ensure adequate coverage is provided pursuant to I-COM guidelines, policies & procedures. Alert other law enforcement, fire and emergency medical agencies as necessary to provide mutual aid.
- Maintain radio contact with all law enforcement, fire and emergency medical agencies, for awareness of status of field units and take appropriate action when required pursuant to I-COM guidelines, policies & procedures.
- Make periodic announcements and relay messages as required in furtherance of public safety activities.

- Assist other dispatchers as necessary and whenever not occupied with primary duty.
- Use local, State/National Law Enforcement computer databases to obtain or transmit requested information for designated law enforcement agencies pursuant to I-COM guidelines, policies & procedures.
- Perform such additional duties as may be directed and as needs occur including self-management in emergency situations.

Reporting Relationship:

Reports to the Director through the chain of command; functionally supervised by the on-duty/on-call Supervisor with assistance of Lead Dispatcher.

Knowledge, Skills and Abilities:

- Ability to speak English clearly, possess an excellent vocabulary and verbally communicate at a rapid speech rate under stressful, confused and/or hectic circumstances.
- Ability to deal effectively with people in a multi-cultural society under extremely stressful situations.
- Ability to record names and numbers rapidly and accurately and to quickly recall details and essential information.
- Ability to work multiple time-sensitive tasks and issues in response to visual and sound stimuli with a high degree of accuracy.
- Ability to work up to twelve (12) hours at a time continuously wearing a communications headset that will cover one ear or fit within the ear canal of one ear, and be able to still hear and understand other outside sound sources not coming through the earpiece.
- Ability to read and discern visual images on a variety of media, including small liquid crystal displays offering very little brightness/darkness contrast, standard monochrome or color CRT display screens, printed matter that has been reduced to less than normal size type, multi-colored indicator lights which have differing flash rates and color which indicates the status of electronic function.
- Ability to consistently think clearly and respond quickly in a wide variety of emergency situations, connecting events otherwise potentially unrelated, received from multiple sources and relaying information to recipients in need of the information.
- Ability to work as a “team” member and establish and maintain good working relationships
- Skill in remaining calm, showing empathy, conveying reassurance and instilling confidence in the caller by maintaining an appropriate professional demeanor that a proper response, meeting their needs, will occur.
- Skill in accurately condensing large amounts of information into readable, sensible typed remarks and recollection of numerous acronyms and codes essential to effective public safety functions by multiple agencies, each with different codes and acronyms.

Physical Activities:

- Individual must remain alert and responsive to emergencies while observing computer display screen under low lighting conditions for long, uninterrupted periods of time, generally from a sitting position.
- Individual must have adequate hearing, visual acuity, manual dexterity, and mental disposition to successfully perform all essential duties.
- Ability to speak and write the English language clearly and coherently under stress.
- Individuals must be free from impairments that with or without accommodations would interrupt continuous performance of a shift lasting twelve (12) hours.
- Individuals must be free from impairments that, with or without accommodation, would not achieve attendance reliability sufficient to assure delivery of uninterrupted emergency services.

Working Conditions:

- Must be prepared to stay at Center for a full scheduled shift.
- Must schedule lunch and breaks with supervisor or Lead or fellow Dispatchers.
- Uninterrupted breaks are not guaranteed.
- Work is performed in a low-light, confined environment under high stress and plays a critical role in public safety service delivery.
- Must take information from callers who may be excited, abusive, foul-mouthed, incoherent, drunk, hysterical, or a combination of the above, or other variant of human condition.
- Must be able to work in a confined environment for twelve (12) hours at a time.
- Must wear lightweight telephone headset for duration of shift.
- May be required to participate in law enforcement, fire and emergency medical ride-alongs.
- Must be able to work shifts encompassing a 24-hour day, seven-day week, inclusive of days, evenings, nights, weekends, and holidays and achieve the I-COM reliability requirements.
- The employee is subject to “call back” on short notice, according to I-COM policy.
- Punctual, regular and consistent attendance is a condition of continuing employment.

Current Wage Scale:

(2016) \$20.23 per hour for initial entry level
(2016) \$20.66 per hour for initial entry level
Overtime pay at 1.5/base hourly pay rate
Previous 911 Dispatch experience may qualify for lateral assignment (higher pay step).
increases annually up to base (five years), incremental pay steps thereafter.
Guild representation requires dues payment unless waived.

Benefits:

Personal Leave: In consideration of working shifts that encompass 24 hours a day, seven days a week, 365 days a year, all full-time employees earn 96 hours annually, at the rate of 8 hours per month. Personal leave may be used or, on a semi-annual basis -- cashed out. Personal leave is not accumulated (not carried over to the next year with the exception of end-of-year accruals.).

Vacation: All full-time employees at less than 3 years position on the wage scale earn 80 hours annually (accrues at the rate of 6.66 hours per month). All full-time employees at 3 years or more on the wage scale earn 112 hours annually (accrues at the rate of 9.34 hours per month). Additional years of service result in a greater number of hours earned. Accrued vacation leave is compensable at 100% upon termination; there is no maximum for accrued vacation leave hours.

Sick Leave: All full-time employees earn 96 hours annually. New full-time employees are provided a bank of 40 hours to be used, if needed, in the first five months of employment, during which time sick leave does not accrue. After five months, sick leave accrues at the rate of 8 hours per month; hours accrued between 40 and 340 may be exchanged annually for cash at 50% rate. Maximum accrual of 340 hours may be excepted.

Health Insurance: Medical, dental and orthodontia, vision and EAP benefits are offered through the Association of Washington Cities (AWC) Employee Benefit Trust. I-COM pays 90% of plan costs all full-time employees and spouse and/or dependents. Remaining premium is the responsibility of the employee, paid through automatic deduction from semi-monthly pay.

Selection Procedure:

Completed applications will be reviewed based on pre-established job related criteria including, but not limited to the following:

Education: Certificate attesting to graduation from High School or equivalent.

Experience: Lateral: Minimum of one year experience dispatching for a public safety agency (law enforcement, fire and/or EMS), with a maximum of one year separation from service.
Entry Level: No prior Dispatching experience required.

Testing: Candidates who are not selected to test will be notified. Applicants who are selected will be contacted to participate in an evaluation process, to include a computer-based skills test.

Important Information:

Due to the critical and high-security nature of public safety dispatch work, upon offer of employment **candidates must successfully pass a thorough background check, including criminal and personal history; psychological evaluation; and drug screen.** (Polygraph testing is not performed.)

The decision to offer employment is solely that of I-COM. Neither this employment opportunity announcement nor the selection procedure constitutes a contractual offer of employment.

Individuals who accept employment offer must successfully pass a one (1) year trial (probationary) period.

ADA Requirements:

If special accommodations will be required for testing purposes, notice of not less than two weeks is requested. I-COM, in consideration of the American's with Disabilities Act (ADA) will attempt to provide any/all reasonable accommodation.

How to Apply:

Submit a completed I-COM Application Package, including Application, Supplemental Questionnaire, and release and acknowledgement forms. Incomplete or late applications will not be considered. Scanned packets may be e-mailed with subject line "Dispatcher Applicant" to monica@icom911.org. Original signed applications received at
I-COM 911 - 840 SE Barrington Drive - Oak Harbor, WA 98277

SUPPLEMENTAL QUESTIONNAIRE

NOTE: This form is a required part of the application package.

The effectiveness of I-COM hinges on the quality of the personnel it employs, and the level of public trust in those personnel. An I-COM Dispatcher's work is a personal service of the highest order, requiring dedication and professionalism in those individuals who are employed in this career field. Mistakes in judgment could cause irreparable harm to the law enforcement, fire and medical response personnel, and the persons they serve. In an effort to assist you and I-COM in determining whether or not you meet the standards for the Dispatcher position, please answer the following questions:

1. Are you willing to be assigned to shift work, which includes day, swing and graveyard on a rotation basis?
 YES NO
2. Are you willing to work weekends, holidays and overtime?
 YES NO
3. Are you willing to accept that you may not be permitted to leave the communications facility during your shift except in an emergency? (If you smoke, this may mean you must be able to go up to 12 hours without smoking.)
 YES NO
4. Are you willing to perform required work outside your job description when assigned?
 YES NO
5. Are you willing to consent to a psychological test?
 YES NO
6. Are you willing to agree that the integrity of the information in the 911 Center is vital and any breach of confidentiality will result in disciplinary action up to and including dismissal?
 YES NO
7. Are you willing to consent to a drug test?
 YES NO
8. Are you willing to consent to being fingerprinted?
 YES NO
9. Are you willing to work in the high stress environment common to an emergency communications center?
 YES NO
10. Are you willing to work in a disciplined environment and carry out orders even if you do not agree with them?
 YES NO
11. Are you willing to take instructions and abide by the policies, procedures, guidelines, rules and regulations of the communications facility?
 YES NO
12. Are you willing to participate in training in order to learn and develop the techniques and skills required of a Call Receiver or Dispatcher?
 YES NO
13. Do you have a phone at your place of residence or would you be willing to get a phone at your expense??
 YES NO
14. Do you have experience operating a computer?
 YES NO
15. Are you able to effectively read, write, communicate and understand the English language?
 YES NO

16. Are you able to hear and understand sound sources coming through a communications headset, radio, or telephone receiver and, SIMULTANEOUSLY, other spoken words not heard through a listening device?
 YES NO
17. Are you able to record names and numbers accurately (i.e. not transpose numbers and/or letters)?
 YES NO
18. Are you able to act in a decisive manner, using appropriate professional judgment?
 YES NO
19. Are you able to do several things at one time and remain focused on the most critical event under stress?
 YES NO
20. Are you able to actively listen to others for an understanding of their needs and situations?
 YES NO
21. Are you able to retain your emotional control, honesty and productivity while under pressure from demanding callers, shortage of time, personal problems, requirements of supervisors, or other sources?
 YES NO
22. Are you able to handle a variety of rapidly flowing information from various sources at one time?
 YES NO
23. Are you able to quickly report events and information in writing, legibly and accurately?
 YES NO
24. Are you able to type a minimum of 4500 keystrokes per hour with 95% accuracy?
 YES NO
25. Are you able to recognize when to make and implement independent decisions according to appropriate professional judgment, and when to seek guidance and/or clearance from supervisors?
 YES NO
26. Are you able to remember numerous details (good memory retention)?
 YES NO
27. Are you willing and able to maintain dependable work habits, such as reporting for work on time?
 YES NO
28. Are you able to detach from callers' emotions, potentially a call from someone you may know personally, yet project an image of professional empathy (i.e. avoid personal involvement)?
 YES NO
29. Are you able to maintain an appropriate and constructive behavior and attitude in response to difficult or adverse situations?
 YES NO
30. Are you able to learn and apply new information rapidly?
 YES NO
31. Are you willing and able to work all shifts of a 24-hour day period and be available for emergency call-in overtime?
 YES NO
32. Are you willing and able to accept responsibility for your actions?
 YES NO
33. Are you able to promote a teamwork environment with difficult co-workers?
 YES NO

34. Are you willing and able to show initiative in completing work assignments?
 YES NO
35. Are you able to multi-task and coordinate your movements? (i.e. operating telephone and radio equipment simultaneously, or typing information into a computer while speaking on the phone, or typing what a caller is saying.)
 YES NO
36. Are you willing and able to accept criticism without reacting defensively, rationalizing mistakes, or blaming others?
 YES NO
37. Are you able to respond to other agencies and citizens with a courteous, helpful, and business-like attitude in all radio, telephone, and personal contact?
 YES NO
38. Are you willing and able to adapt to new or unique situations?
 YES NO
39. Are you able to handle both task-oriented duties and people-oriented duties?
 YES NO
40. Are you able to contribute to a pleasant work environment by maintaining a positive attitude when carrying out duties and complying with policy?
 YES NO
41. Are you able to remain calm and gather information from a caller contemplating hurting themselves or others?
 YES NO
42. Are you able to maintain professionalism and confidentiality with a report from someone you know, or about someone you know?
 YES NO
43. Are you able to manage the stress of an officer involved shooting, while still performing the functions of the job as a dispatcher?
 YES NO
44. Are you able to set aside personal thoughts and opinions about specific individuals, or situations, and comply with agency procedures to provide all callers the help they need?
 YES NO
45. While dispatchers often provide help to those who call 911, there are times when the person asking for help is arrested or detained. Are you able to adjust to a reported victim becoming the suspect?
 YES NO
46. Are you able to look past excessive use of profanities from a belligerent caller and find out what help they may need?
 YES NO
47. Are you able to remain calm, and continue to obtain and document information from a hysterical caller in a high stress situation?
 YES NO
48. Are you able to actively participate in 3 conversations at once? (On the phone with a caller, on the radio with responders, and in the room with fellow dispatchers.)
 YES NO

Applicant Signature: _____ **Date:** _____

AUTHORIZATION FOR RELEASE OF INFORMATION

NOTE: This form is a required part of the application package.

(For official use only, not to be released to unauthorized persons)

I hereby authorize a review of and full disclosure of my personal and professional background including credit, criminal, driving and service records to any duly authorized agent of the Island County Emergency Services Communications Center, whether the said records are of a public, private or confidential nature. The intent of this authorization is to give my voluntary consent for full and complete disclosure of information and records regarding my character, general reputation, credit, previous employment, and similar background information and to contact any and all references from any or all of the following sources:

- Any educational institution.
- Any business, public utility, financial or credit institution to obtain financial statements, records of loans, credit reports or ratings, or other records.
- Any office, clinic, sanitarium, hospital or private practitioner where illnesses, injuries and/or deterioration (physical and/or mental in nature) are diagnosed and treated.
- Military records including the U.S. Veteran’s Administration and Selective Service System.
- Employment, past employment and pre-employment records including background reports, efficiency ratings, complaints or grievances filed by or against me.
- Records and recollections of attorneys at law, or of other counsel, whether representing me or another person in any case, either criminal or civil, in which I presently have, or have had, an interest.
- Any public or private social service agency.
- Friends, relatives and neighbors.
- Observations from Supervisory personnel.
- Social media networks as listed (platforms) _____ .

I understand that any information obtained by a personal history background investigation, which is developed directly or indirectly, in whole or in part, upon this release authorization will be considered in determining my suitability for or continuance of employment by the Island County Emergency Services Communications Center.

In consideration for being reviewed for valuable employment desired by me, I hereby release any individual or institution, including its agents, officers, employees or related personnel, both individually and collectively, from any and all claims, liability and damages of whatever kind, which may arise out of furnishing such information and which may at any time result in me, my family, heirs or associates because of compliance with this authorization and request to release information or any attempt to comply with it.

If employed by I-COM, in consideration for assisting me in providing information to prospective employers at no cost to me, I release I-COM from any liability for future references it may provide regarding my work history at the agency.

Exceptions to this blanket authorization. (Explain reasons.)

1. _____

2. _____

It is my intention that any copy of this authorization be as effective as is the original.

My authorization and release from liability are voluntary acts.

Applicant Signature: _____ **Date:** _____

APPLICANT'S ACKNOWLEDGMENT

NOTE: This form is a required part of the application package.

At Will Employer:

I understand that if I-COM employs me, I must comply with I-COM's policies, rules, and regulations.

I-COM is an "at-will" employer. I understand that my employment and compensation can be concluded, with or without notice, and with or without cause, at any time, at the option of either I-COM or myself.

I understand that if I-COM employs me, I will be represented by a Bargaining Unit (Guild), and an agreement of employment may be entered into between a Bargaining Unit officer and the I-COM Director and Board on my behalf.

Substance Abuse Policy:

I understand that it is I-COM's policy to maintain a work environment free of substance abuse. This policy applies to all current and prospective employees. In order to preserve employee fitness for duty, the safety of employees and the public, drug and alcohol testing is a requirement for prospective employees in safety sensitive positions and may be required of current employees in situations as proscribed by policy. All employment offers are contingent upon the applicant successfully passing drug and alcohol screening when required; applicants who fail this screening will not be eligible for employment at I-COM for one year from the date of the screening.

No Conflicts of Interest:

I certify that I am not engaged in any outside activity or business that could be considered in conflict with I-COM's interest or those of its citizens, nor will I become engaged in such activity or business if employed. I understand that outside business or employment are subject to the prior approval of the Director.

Certification to Work in the United States:

I understand that all I-COM employment offers are contingent on the applicant meeting the requirements of the Immigration Reform and Control Act. This Act requires I-COM to verify the identity of every new employee as well as their legal right to work in the United States. This verification requires you to complete the Government's Employment Eligibility Verification form (I-9) and present the required documentation on the first day of employment.

Accuracy of Information:

I represent that I have carefully reviewed all of the questions in the application package and have taken all the time necessary to provide full, complete, and accurate responses. I acknowledge that I-COM will rely on the information I have provided in this application package. I further represent that the information I have provided contains no errors, omissions, misrepresentations, or anything that could be construed as misleading. I understand that if employed, any errors, omissions, or misleading statements that I provided on this application package will be grounds for disciplinary action up to and including termination.

I understand that I must satisfy the above requirements in the application package prior to employment with I-COM. I have not been rejected by I-COM for a positive drug screening one year PRIOR to the date of this signed statement.

Applicant Signature: _____ **Date:** _____