



## **Dispatcher-Lateral**

**Posted:** Friday, April 1, 2016

**Closing Date:** Continuous

**Salary Range:** \$25.41 - \$30.74 per hour/\$4404 - \$5328 per month

**About WCCCA:** Washington County Consolidated Communications Agency (WCCCA) is the second largest 9-1-1 center in Oregon. We are a creative, innovative center that takes pride in customer service and high quality work. We are a stand-alone unit of local government comprised of 92 employees, 64 of which are dedicated 9-1-1 dispatchers. The Operations Department is overseen by the Operations Manager and is comprised of the 64 authorized positions for Calltakers/Dispatchers and 6 Operations Supervisors.

For more information about us, please visit our website: <http://www.wccca.com/about/>

**About the Position:** This lateral position performs specialized duties in the operation of a public safety communications system, including operating complex communications equipment for emergency and non-emergency situations; requests for assistance by police, fire and emergency medical response units, dispatching and monitoring appropriate emergency public safety units, and keeping accurate records of communications received and transmitted. *Click here for full job description.*

### **Qualifications for this lateral recruitment:**

- High school diploma or GED certification
- Type 45 WPM, **NET**
- 18 years of age at the time of application
- Possess at least 3 years of continuous experience as an emergency communications dispatcher with a primary Public Safety Answering Point (PSAP).
- Must have been employed within the last 24 months as an emergency communications dispatcher.
- The possession of, or the ability to obtain, a DPSST Basic Telecommunicator certification through the State of Oregon.
- The possession of, or the ability to obtain, CPR/First Aid/AED certification, EMD (Emergency Medical Dispatch) certification, and LEADS (Law Enforcement Data Systems) certifications.
- No disqualifying criminal history

If an applicant does not qualify for the lateral position, they can apply for our regular Dispatcher Trainee position, if one is open, or sign up to be notified when we post one using this our on-line Employment Interest Card.

<http://www.wccca.com/employment/current/>

**Application and Selection Process:**

To apply you must submit a completed Washington County Consolidated Communications Agency (WCCCA) application, an updated resume, copy of your most recent performance evaluation and verification of current typing speed.

Verification of typing speed must be at least 45 wpm (**NET**) and completed within the last 6 months. Typing tests are given by most temporary employment agencies. The typing test must be at least 3-minutes in length to qualify. *Typing tests administered via an Internet program will not be accepted.*

Applicants who submit a complete application packet and meet the minimum qualifications, skills and abilities, will be notified with the date, time and location of the first round of testing.

Selection for this position consists of several steps, including but not limited to: CritiCall Skills test, interview(s), background investigation, physical capacities examination, psychological examination and drug test. Final appointment is determined by the Director.

Lateral applicants may re-apply one year from the date the Lateral Applicant was notified that he/she is not moving on in the process.

WCCCA application can be found here: *link to application*  
Job Description can be found here: *link to job description*

Application materials can be submitted via e-mail or standard mail.

Email: [adminrecruit@wccca.com](mailto:adminrecruit@wccca.com)

**Standard mail:**

WCCCA  
17911 NW Evergreen Pkwy  
Beaverton, OR 97006  
Attn: Jennifer Kilcoin

**ANY APPLICATION WILL BE AUTOMATICALLY DISQUALIFIED IF ALL REQUESTED MATERIALS ARE NOT FILLED OUT COMPLETELY AND SUBMITTED.**

**Veteran's Preference:**

If you have been discharged, or are a disabled veteran, you may qualify for veteran's preference points. If you feel that you qualify as a veteran, please submit a copy of your DD214 to qualify for veteran's preference points. If you feel that you qualify as a disabled veteran, please submit a copy of your DD214 along with a Veteran's Administration letter stating your disability to qualify for additional veteran's preference points.

Veteran's preference points cannot be honored without supporting documentation. You must submit the required veteran's preference documentation with your application.

**Disabilities:**

Applicants with a disability may request reasonable accommodations, through contacting Jennifer Kilcoin, in any step of the process to assist them in demonstrating their qualifications to perform the duties of the position for which they are applying.

**Benefits:**

**Health Benefits:** We offer excellent medical, dental and vision plans through Blue Cross/Blue Shield, Kaiser, Moda/ODS and VSP vision care.

**Employee Assistance Program (EAP):** This program provides strictly confidential counseling (in-person or e-support) and referral services for all benefit eligible employees and their family members enrolled on their insurance plan.

**Health Care and Dependent Care Flexible Spending Accounts (FSA):** These voluntary plans are designed to provide you with tax savings on certain health care and dependent care expenses.

**Life Insurance:** WCCCA provides a specified amount of Life Insurance and Accidental Death and Dismemberment insurance to you. You can also choose to add more coverage for yourself, your spouse and your dependents at your cost.

**Long-Term and Short-Term Disability:** Coverages provided by CIGNA and AFLAC.

**Retirement:** This is a State of Oregon Public Employee Retirement System (PERS) covered position. You will be enrolled in the PERS program automatically after fulfilling the required waiting period. Most PERS eligible employees pay a 6% employee contribution, however; WCCCA “picks up” this 6% employee contribution for its PERS eligible employees.

**Deferred Compensation:** If you are a benefit-eligible employee, you are invited to participate in the 457 Deferred Compensation Plan. This voluntary program allows you to save money and defer taxes until you take distribution at retirement. If enrolled in this plan, WCCCA will match 1% of your gross wages after a one year waiting period.

**Paid Time Off:** WCCCA offers generous paid time off benefits such as vacation time, holiday leave and sick leave. Vacation accruals may be negotiable based on experience.

**Bilingual Pay:** WCCCA offers bilingual incentive pay for authorized second language. Employees are required to take and pass a proficiency test before bilingual pay is granted.

**Other:** WCCCA understands the benefit of dogs in the workplace and is a dog friendly employer.