



## **JOB ANNOUNCEMENT FULL TIME COMMUNICATIONS SPECIALIST PART TIME CALL TAKER**

**Full-Time Communication Specialist Trainee Hourly Rate: \$ 20.19**

**Part-Time Call Taker Trainee Hourly Rate: \$ 18.59**

**Plus Benefit Package**

**CLOSES Monday, June 22<sup>nd</sup> @ 7:00 AM**

**First round of applications will be reviewed on Tuesday, May 26<sup>th</sup>, 2020. Applications received between May 26<sup>th</sup>, 2020 and the closing date of June 22, 2020 at 7:00 AM will be reviewed on June 22<sup>nd</sup>, 2020.**

Applications are currently being accepted for one (1) full-time Communications Specialist and two (2) part time Call Takers at Marion Area Multi Agency Emergency Telecommunications also known as METCOM 911. Please indicate clearly on your application if you wish to be considered for only the full-time position, part-time position or you wish to be considered for either position. METCOM provides 9-1-1 and non-emergency call reception and dispatch services for several police, fire, and emergency medical service providers in the Marion County area. METCOM provides telecommunications services for Bureau of Land Management, US Department of Forestry and Marion County Public Works Department.

Qualified people will be trained in 911 call taking and public safety dispatch for 39 public safety responder agencies and must successfully complete the State Certified Training by the required date.

### **Position Description**

The job of Communications Specialist is a professional position. In order to train employees to perform the tasks required, the Agency provides formal training, on-the-job training, and self-directed study. Employees receive intensive training in taking and processing calls for law enforcement, fire and medical services, and in dispatching units for law enforcement, fire and medical services.

Work must be performed with speed and accuracy under closely supervised situations and requires a high degree of computer keyboard proficiency (minimum 45 WPM). This position requires the ability to make effective, immediate decisions regarding life-threatening situations based on highly complex rules, regulations and procedures.

Employees must communicate effectively in English with medical, fire and law enforcement personnel and must speak clearly enough to be understood over a two-way radio system.

### **Candidate Profile**

The ideal candidate for a METCOM 911 Dispatcher would possess the following qualities:

- |   |   |
|---|---|
| • Good decision making skills               | • Good memorization skills                  |
| • Evaluates situations quickly and responds | • Good problem solving skills               |
| • Able to prioritize                        | • Good listener                             |
| • Excellent verbal and written skills       | • Good judgment                             |
|   | • Excellent reading speed and comprehension |

- Able to accept feedback constructively
- Adapts well to rapidly changing situations
- Calm in crises
- Confident
- Takes pride in work
- Organized
- Patient
- Good social skills
- Sense of humor

### **Typing Speed Verification**

Typing speed will be tested and verified during the pre-employment testing process. All applicants must test at least **45 words per minute**.

### **Qualifications**

- Must be 18 years of age
- High School graduate or equivalent
- Typing speed of at least 45 words per minute.
- Successfully pass all steps of the examination process.
- Possess a valid Oregon Driver's License

### **Hours**

The dispatch center operates 24-hours a day, 7 days a week, operators are required to work any assigned shifts, including evenings, nights, holidays, and/or weekends. Work hours include the availability for required overtime and work hours that may extend past a 12 hour work shift, on an employee's regular scheduled day off and/or over a 40 hour work week. Dependable and predictable attendance is required.

After you have completed your 18-month probation period, you will become eligible to bid for shift rotations and days off according to union contract and seniority.

### **Testing Process: may include but are not limited to:**

- Step 1: Pass/Fail evaluation of the application packet (application, supplemental questionnaire & typing verification certificate)
- Step 2: Pass/Fail of the "Criticall" test.
- Step 3: Select Advantage assessment
- Step 4: Successfully pass the ECOMM National Emergency Communications Personnel Testing
- Step 5: Interview Process
- Step 6: May be scheduled to perform "sit along" in the dispatch center
- Step 7: Background Investigation
- Step 8: Psychological Exam
- Step 9: Pre-Employment Physical

### **How to Apply**

Review and complete the application packet located on our website at [www.metcom911.com](http://www.metcom911.com). Click on the "CAREERS" tab, "CURRENT OPENINGS."

Completed applications packets are required and include:

- METCOM Application for Employment
- METCOM Agency Supplemental Questionnaire

- Applicants should fully review the provided Job Announcement and Position Descriptions
- Applicants may apply for both the full-time Dispatcher and part-time Call taker eligibility list using the same application packet. Please indicate if you are applying for the full-time position only, part-time position only, or both.

Resumes may accompany applications but will not be accepted in lieu of the completed application packet. Incomplete application packets will not be reviewed for consideration.

Completed application may be submitted by mail or via email attachment.

You may request a paper application packet by contacting Wendy Patterson, Business Manager at (503)-982-2349 or [wendy.patterson@metcom911.com](mailto:wendy.patterson@metcom911.com).

**Submit completed application packets to:**

Wendy Patterson, Business Manager: [wendy.patterson@metcom911.com](mailto:wendy.patterson@metcom911.com)

**Marion Area Multi Agency Emergency Telecommunications  
METCOM 9-1-1  
Attn: Wendy Patterson  
1060 Mt. Hood Ave.  
Woodburn, OR 97071**

*Full application packets are required. Partial or incomplete employment packets will not be considered to move forward in the application process. Resumes will not be accepted in lieu of a completed application packet.*

**Deadline**

METCOM 911 must receive all application materials for the Communications Specialist position by:

**7:00 AM Monday, June 22<sup>nd</sup>, 2020**

**Questions**

Wendy Patterson, Business Manager: (503)-982-2349 -or- [wendy.patterson@metcom911.com](mailto:wendy.patterson@metcom911.com)