

**Marion Area Multi Agency Emergency Telecommunications (METCOM 911) is recruiting for a full time 911 Dispatcher.**

November 26, 2021 – Application closing date

Starting Trainee Hourly Rate - \$21.26

Dispatchers perform call taking functions and serve as a Police or Fire Dispatchers. This requires dispatchers to operate complex communications equipment including the radio, multi-line telephone systems, and computer aided dispatch (CAD) to access, input and process emergency and non-emergency calls for service and to dispatch police or fire units.

This position is designated as Essential Personnel. Essential Personnel are expected to be dependable and report to work on time during all weather and other unforeseen conditions. METCOM is a 24-7 operation and all candidates will be required to work nights, weekends, rotating shifts, holidays and mandatory overtime.

Applicants must meet the minimum criteria:

1. High school diploma or GED
2. Skill in typing data into a computer system with speed of at least 45 wpm and high accuracy (this will be tested)
3. 1-year of customer service experience preferred
4. Effectively communicate in English over the telephone with a variety of people of various educational, ethnic and social/cultural backgrounds (bi-lingual pay incentive is available)
5. Ability to achieve and maintain Basic Telecommunicator and Emergency Medical Dispatch certification through the State of Oregon

Duties include, but are not limited to, the following:

1. Receive and rapidly triage emergency and non-emergency telephone calls utilizing complex telephone, mapping and computer aided dispatch (CAD) equipment
2. Ability to prioritize simultaneous phone calls, radio transmissions and other associated operational work in a dynamic environment.
3. Listen and comprehend phone calls and radio transmissions while accurately evaluate information to determine appropriate action(s) to be taken in a timely fashion.
4. Maintain highly accurate records of events, written logs and reports of actions taken that may be used in legal proceedings.
5. Ability to multi task (use a phone, computer and a radio simultaneously) while retaining information over long periods of time. Ability to effectively use and monitor multiple computer screens.
6. Rapidly enter, read, write and interpret information obtained via computer systems and verbal conversations.
7. Read, interpret and apply agency standard operating guidelines, administrative directives, and user agency protocols, some of which may change frequently; read and comprehend complex written material.
8. Ability to adjust to frequently changing workloads; adhere to the ethical and legal standards.
9. Maintain and monitor status of public safety field units and assign requests for emergency and non-emergency services to the appropriate unit(s) utilizing a computer-aided dispatch terminal and complex radio system.
10. Maintain a positive customer service attitude with citizens, users, co-workers and management, often under pressure and time constraints.
11. Successfully complete and maintain a variety of required certifications within the required time; such as CPR/First Aid/AED, Law Enforcement Data System (LEDS), emergency medical dispatching (EMD), Oregon Basic Telecommunicator (through DPSST/State of Oregon) and other applicable required training and certification.

Physical demands include: Sit at a desk or console for extended periods of time; occasionally walk, stand, or stoop; occasionally lift, carry, push, pull, or otherwise move objects weighing up to 10 pounds; use tools or equipment requiring a high degree of dexterity; work for sustained periods of time maintaining concentrated attention to

detail; take information from callers who may be excited, abusive, use profanity, are incoherent, drunk or hysterical.

A complete list of job duties can be reviewed in the Dispatcher/Communication Specialist Job Description.

To apply for this position you must complete and submit the following:

1. Application for Employment
2. Supplemental Questionnaire

Resumes may accompany the required documents, but will not be accepted in lieu of the application and questionnaire.

Application materials are available on our website: [www.metcom911.com](http://www.metcom911.com) under the "Careers" tab.

Questions regarding this posting or requests for an application packet, may be directed to:  
[wendy.patterson@metcom911.com](mailto:wendy.patterson@metcom911.com) / 503-982-2349

*EEO/AA Per Oregon Revised Statutes 408.225 and 408.230, METCOM 911 grants preference in hiring and promotion of veterans and disabled veterans as defined by state law. If you are eligible and wish to claim Veterans' preference points, please indicate so on your application. Please note that you need to submit documentation of your eligibility at the time of your application. It is the policy of METCOM 911 that no person shall be discriminated against based on race, religion, color, sex, marital status, family status, national origin, age, mental or physical disability, protected veteran status, sexual orientation, gender identity or source of income. METCOM 911 values diversity and encourages everyone who is interested in employment to apply. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.*