



JOB ANNOUNCEMENT FULL TIME COMMUNICATIONS SPECIALIST PART TIME CALL TAKER

Full-Time Communication Specialist Trainee Hourly Rate: \$ 21.26

Part-Time Call Taker Trainee Hourly Rate: \$ 19.58

Final closing date: July 9, 2021

Applications are currently being accepted for a full-time Communications Specialist and part time Call Takers at Marion Area Multi Agency Emergency Telecommunications also known as METCOM 911. 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 (if applicable) public safety dispatch for 39 public safety responder agencies. Successful completion of the State Certified Training within specified time is required.

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
- Evaluates situations quickly and responds
- Able to prioritize
- Excellent verbal and written skills
- Good memorization skills
- Good problem solving skills
- Good listener
- 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 must be a net of at least **45 words per minute** on a standard keyboard (net speed is your total typing speed or keystrokes minus the number of errors). Certification of typing speed will be performed during applicant testing.

Qualifications

- Must be 18 years of age
- High School graduate or equivalent
- Net 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
- Step 2: Select Advantage assessment
- Step 3: Pass/Fail of the "Critical" test and typing speed verification
- Step 4: Successfully pass the ECOMM National Emergency Communications Personnel Testing & CPI/PHQ Assessments
- 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. 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 using the same application packet.

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.

Submit completed application packets to:

Wendy Patterson, Business Manager: 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:
5:00 P.M. Friday, July 12, 2021

Questions

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