**EVERGREEN STATE COLLEGE POLICE SERVICES**

**COMMUNICATIONS OFFICER**

**All interested persons must apply at the college’s website below and also pass the requirements of Public Safety Testing** [**www.publicsafetytesting.com**](http://www.publicsafetytesting.com) **to be considered.**

[**https://evergreen.peopleadmin.com/postings/1743**](https://evergreen.peopleadmin.com/postings/1743)

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| **Position Title** | Communications Officer 1, 2, and 3 (Pool) |
| **Working Title** |  |
| **Location** | Olympia |
| **EEO Statement**  | All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, genetic information, disability, or veteran status. |
| **Union Represented** | Yes |
| **Overtime Eligible** | Yes |
| **Monthly FTE** | 1.0 |
| **Salary Step (minimum monthly amount)** | Communications Officer 1: $3,146; Communications Officer 2: $3,450; and Communications Officer 3: $3,790 |
| **Salary Step (maximum monthly amount)** | Communications Officer 1: $4,179; Communications Officer 2: $4,611; and Communications Officer 3: $5,089 |
| **Cyclic Position** | No |
| **Cyclic Details** |  |
| **Project Position** | No |
| **End Date** |  |
| **Special Note** | This posting is to establish a pool of applicants to fill vacant Communications Officer 1, 2, and 3 positions as they occur.The Evergreen State College will consider applicants who have successfully completed the following two steps (in either order):• Submit an online application for employment via this posting; and• Pass Public Safety Testing tests within the past 12 months. Testing information is available at [www.PublicSafetyTesting.com](http://www.PublicSafetyTesting.com)Applications will expire after twelve months. Instructions on how to reactivate an application will be sent at time of expiration. |
| **Position Purpose** | Communications Officer 1 and 2:Transmit, receive, and relay information concerning public safety and law enforcement activities to, from, and between Police Services mobile units, other state, county, and Federal law enforcement agencies, and the public by means of radio, multi-line telephone systems, computer terminals, private line intercom, and other telecommunications devices.Communications Officer 3:This position is responsible for performing supervisory and operational duties and for maintaining 24/7 dispatch coverage for the department. This position also provides law enforcement specific administrative support including reporting, working with law enforcement computer systems, tracking costs and expenditures, and conveying and following department operating procedures. |
| **Nature and Scope** |  |
| **Essential Functions** | Communications Officer 1, 2, and 3 positions perform these Essential Functions:• Provide dispatch services to police officers using two-way radio communications.• Receive communications from the public by telephone and in person, make appropriate computer entry as required, and maintain appropriate files and records.• Utilize computer terminal to obtain information pertaining to driver’s licenses, vehicle registrations, wanted vehicles, wanted persons, articles, impounded vehicles, etc. utilizing Washington State Patrol ACCESS system.• Maintain current status of all mobile units.• Operate a multi-frequency radio console which includes police, parking, maintenance, and residential staff communications, multi-line telephone system, computer terminal, fax machine, and other data recording equipment.• Relay criminal, tactical, and safety information to field units and other appropriate agencies; dispatch fire department, ambulances, and other aid as requested.• Receive and announce visitors to offices, assist the public with filing accident reports or requesting public records in accordance with college policy and Public Disclosure laws, and accept lost and found articles.• Review manual, publications, and bulletin board for information; coordinate current events with personnel arriving on shift.• Oversee alarm and surveillance systems and notify departments and agencies as appropriate.• Provide positive customer service and assistance to visitors/clients in person, via e-mail, and over telephone by courteously answering direct questions or referring to proper personnel or departments.• Operate multi-line campus switchboard console, provide positive customer service, information, and/or courteously forward calls to correct extensions.• Control and issue designated keys to Campus Police Officers, administrative staff, and students after proper identification and authorization is confirmed.• Keep accurate and updated shift logs• Accept information for service calls for Housing and relay information to on-duty Housing personnel.• Maintain confidentiality of documents and information received in the performance of duties.• Produce minor case reports.• Monitor Thurston County emergency radio traffic on a 24-hour per day basis.• Assist Parking services after hour as required.Communications Officer 2 positions have additional administrative and/or lead worker responsibilities.Communications Officer 3 positions have additional supervisory, reporting, budget, and administrative responsibilities. |
| **Additional Duties** |  |
| **Knowledge Skills and Abilities** | Communications Officer 1, 2, and 3 positions must demonstrate these Knowledge, Skills, and Abilities:• Excellent communication and interpersonal skills with diverse populations in person, via e-mail, and over telephone and two-way radio.• Excellent written communication skills, including ability to produce minor case reports.• Exceptional public service and customer relation skills in order to provide information and assistance to requesting parties; knowledge of Public Disclosure laws.• Knowledge of police organizations and standard operating procedures.• Ability to operate two-way radio communication systems, telephone switchboard/console, and various alarm monitoring equipment.• Ability to successfully work under pressure and multi-task, requiring a high degree of attention to detail, in a high-activity and distractive work environment.• Proficient in general office procedures, including filing, record keeping, and documentation.• Ability to work for extended periods of time at a desk.• Ability to problem-solve and resolve conflicts using established guidelines and standard operating procedures.• Ability to exercise independent judgment, make sound decision, and handle multiple competing demands during routine and emergency requests.• Ability to effectively maintain a high trust level and confidentiality at all times.• Proficiency with computers, specifically with Microsoft Office Suite and standard office equipment.• Ability to evaluate, prioritize, and multi-task in stressful situations.• Ability to handle stressful situations calmly and work with callers who are experiencing a crisis.• Ability to work evenings, nights, weekends, and holidays.Communications Officer 2 positions must demonstrate additional leadership and administrative knowledge, skills, and abilities.Communications Officer 3 positions must demonstrate additional supervisory, reporting, budget, and administrative knowledge, skills, and abilities. |
| **Minimum Qualifications** |  |
| **Desired Qualifications** |  |
| **Conditions of Employment** | • Must provide proof of identity and employment eligibility within three days of beginning work.• This position is assigned to part of the college that is covered by a union shop provision and a collective bargaining agreement. Employees are required to pay an amount equal to the fees or dues required to be a member of the union to the Washington Federation of State Employees within thirty days of their date of hire. • Must pass a pre-employment background check.• Must successfully complete of a polygraph test.• Must obtain Washington State Patrol ACCESS System certification within six months of date of hire.• Must have the ability to work day, evening, and graveyard shifts; weekends; holidays; during emergency situations; and overtime as needed. |
| **Benefits** | A full state benefits package which includes: paid sick and vacation leave; paid campus holidays; a generous medical, dental, life and disability insurance package for employees and dependents; retirement; deferred compensation and optional supplemental retirement accounts. For more information about Evergreen’s excellent employee benefits, please view <http://www.evergreen.edu/payroll/benefits.htm> |

**Posting Detail Information**

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| **Posting Number** | S2017-004 |
| **Number of Vacancies** | See Special Note section for full details |
| **Open Date** | 01/19/2017 |
| **Close Date** |  |
| **Special Instructions to Applicants** | We are accepting applications to establish a Communications Officer 1, 2, and 3 pool. We will use this pool to fill vacancies as they occur. Read the Special Note section of this positing for full details. |

**Supplemental Questions**

Required fields are indicated with an asterisk (\*).

1. \* Knowledge, Skill, and Ability #1: Describe your public service and customer relation skills in order to provide information and assistance to requesting parties.

(Open Ended Question)

1. \* Knowledge, Skill, and Ability #2: Describe your ability to successfully work under pressure and multi-task, requiring a high degree of attention to detail, in a high-activity and distractive work environment.

(Open Ended Question)

1. \* Knowledge, Skill, and Ability #3: Describe your skill and ability to use and understand various computer systems and applications.

(Open Ended Question)

1. \* Knowledge, Skill, and Ability #4: Describe your leadership and supervisory skills.

(Open Ended Question)

1. \* Desired Qualification: How many years of experience do you have as a Communications Officer/Dispatcher?
	* More than five years of experience.
	* Between two and five years of experience.
	* Less than two years of experience.
	* No experience.

**Documents Needed To Apply**

**Required Documents**

1. Cover Letter
2. Resume

**Optional Documents**