



## ***COMMUNICATIONS SPECIALIST***

**Salary Range: \$2,472 - \$3,349**  
**Hourly Rate: \$14.26 – \$19.32**  
**Plus Benefit Package**

Applications are currently being accepted for a full-time position for Communications Specialist at North Marion County Communications also known as NORCOM 911. NORCOM provides 9-1-1 and non-emergency call reception and dispatch services for several police, fire, and emergency medical service providers in the North Marion County area.

Qualified people will be trained in 911 Call taking and public safety dispatch for 4 law enforcement agencies, 8 fire agencies and one emergency medical service provider. Almost 74,000 (emergency and non-emergency) calls were received in this fast paced, exciting communications center last year.

### **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 is performed with speed and accuracy under closely supervised situations and requires a high degree of computer keyboard proficiency. 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 telecommunications system.

### **Candidate Profile**

The ideal candidate for a North Marion County 911 Center 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 Test Instructions**

Prior to being selected for an interview, you must obtain written verification of your typing speed and accuracy. Typing speed must be a net of at least 45 words per minute (net speed is your total typing speed or keystrokes minus the number of errors).

## **Benefits**

- After 30 days, you are eligible for Agency paid medical, dental, vision and life insurance coverage
- Annual leave accrual, beginning at 176 hours per year.
- You will become a member of the Public Employees Retirement System (PERS)
- Eligible Agency employees may voluntarily participate in a deferred compensation plan. This plan is to assist employees in augmenting retirement funds.

## **Qualifications**

- High School graduate or equivalent
- Proof of net typing speed of at least 45 words per minute.
- Successfully pass all steps of the examination process.

## **Salary and Hours**

Trainee annual salary: \$29,664 for first 12 months.

Once training is completed and you are a State of Oregon Certified Emergency Communications Operator (generally within a year of hire date), annual salary increases to \$32,988.

Since the call 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.

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

## **Examination Process**

Step 1: Pass/Fail evaluation of the supplemental application form.

Step 2: Pass/Fail of the "Criticall" test. "Criticall" is a dispatching software program that tests applicants for dispatcher and call-taking.

## **How to Apply**

North Marion County Communications Center  
1060 Mt. Hood Ave.  
Woodburn, OR 97071  
(503)982-2344 or Fax (503)982-2375

## **Deadline**

NORCOM 911 must receive all application materials by **September 26, 2008**.

## **Questions**

Call Director Gina Audritsh at (503) 982-2344 - or - email: [gina.audritsh@ci.woodburn.or.us](mailto:gina.audritsh@ci.woodburn.or.us)