



Build your career, Serve your community

Fire and Police Dispatcher

THE POSITION

Police/Law Enforcement dispatchers receive all calls for police, sheriff and fire (including emergency medical response) services in Whatcom County. Fire and emergency related calls are forwarded to the Fire Dispatch Center for response. Dispatchers at either center determine the nature and urgency of calls and dispatch safety personnel and equipment to the emergency scene. Dispatchers at either center enter information from the caller and responding units into a computer-aided dispatch software program and continually update the status of personnel responding to the incident. All dispatcher positions require the ability to handle extremely stressful situations calmly and work with callers who are experiencing a crisis. Excellent communications skills and the ability to perform complex tasks simultaneously are essential to being a successful dispatcher. Both dispatching centers operate 24 hours a day, 7 days a week. Individuals hired to work in Police dispatching are required to work any assigned shift as well as special shifts. Shifts in Police dispatching include day, swing and graveyard and change every eight weeks. Individuals hired to work in Fire dispatching are required to work 12-hour shifts on a rotating basis. Union membership, regardless of assignment, is required within 30 days of hire.



Minimum Experience/Training Requirements

- A minimum of one (1) year experience in a position dealing with the public in stressful or time sensitive situations is required.
- Keyboard entry skills at a minimum of 40 wpm NET required.

Necessary Special Requirements

- Must be able to pass a hearing evaluation prior to hire.
- Must have a telephone at place of residence.
- Must be able and willing to work any shift and special shifts as assigned.
- Individuals hired to work at the Police Center must pass a police criminal convictions records check, background investigation, psychological exam and polygraph exam, and pre-employment drug and alcohol test prior to hire.

Selection Process

- Applications will be screened for minimum qualifications.
- All applicants meeting the minimum qualifications will be invited to a written exam scheduled on December 3. **All qualifying applicants will be contacted by letter.**
- Applicants who complete the written exam will be given a pass/fail keyboarding test the week of December 7-15 to ensure they meet the minimum speed of 40 wpm NET.
- Applicants who pass the keyboarding test will be ranked based upon the score they achieved on the written exam.
- When an opening occurs at either center, the top fifteen names will be referred to the selecting official for further consideration.

Job # 0935

**Starting: \$3,330/mo.
(Dispatcher in Training)**

**Comprehensive
medical, dental,
and vision**

**Closing Date:
November 13, 2009, 5 pm**

www.cob.org



About Bellingham—On the shores of Bellingham Bay with Mount Baker as its backdrop, Bellingham is the last major city before the Washington coastline meets the Canadian border.

Location—Bellingham, Washington is about 90 miles north of Seattle, 21 miles south of the Canadian border and about 52 miles south of Vancouver, B.C.

Community—Bellingham residents are passionate about community life. Strategic investments in parks, trails and preserved open spaces offer recreation and respite, and help the community grow gracefully as the population increases.

Neighborhoods—Bellingham has 23 distinctly recognized neighborhoods where active leaders work together to shape the future of their area and the City as a whole.

Education—Excellence in education is a hallmark of our community. Nationally lauded K-12 public schools, two community colleges, and Western Washington University – consistently ranked high among public regional universities – all call Bellingham home.

Application and Selection Process

If you are interested in this outstanding career opportunity, please obtain an application packet from: Human Resources, 2nd floor, City Hall, 210 Lottie Street, Bellingham, Washington 98225, (360) 778-8220 or the City web site: www.cob.org.

Please submit the following:

- **Cover Letter (optional)**
- **Resume (optional)**
- **City Application and Applicant Data Information Sheet**
- **Minimum Qualifications Checklist**

Applicant Status

Applicants are notified of their score and status on our web site, www.cob.org, Employment, Applicant Status. Each applicant is assigned an ID number to ensure confidentiality. Example: 999-99-3406 (includes last four digits of your Social Security number). This must be included on the Applicant Data Information sheet and returned with your application materials. An explanation of the process will be available at the web address shown above. An update as to the applicant status will be provided for those applying in the process.

Applicants are encouraged to check their applicant status beginning November 20, 2009. It is the applicants' responsibility to check the applicant status on our website in a timely manner, as applicants have five (5) days from the date the examination results are posted to file a protest.

Employee Benefits

The City's excellent and comprehensive benefit program includes medical, dental and vision coverage for employees and their dependents, plus life insurance for employees. The package includes generous paid leave provisions, including vacation, 12 holidays per year and sick leave. City employees participate in the Washington State Retirement System with joint contributions by the City and the employee. The City of Bellingham also offers an Employee Assistance Program, and employees have the option of participating in a Flexible Spending Plan for health care/dependent care reimbursement, as well as deferred compensation programs.

Come join us at the City of Bellingham. Your benefits go way beyond what's listed above, including the satisfaction that comes with serving your community.

Fire and Police Dispatcher



“City of Bellingham employees enjoy a pleasant and stimulating work environment where exceptional service to the public is a priority. In exchange, employees receive excellent benefits and vacation allowance. The City values the diversity reflected in its residents. Women and minorities are encouraged to apply for all positions.”

*Mayor Dan Pike
City of Bellingham*



General Information

Filing of Application: Carefully read the announcement bulletin on the first page (attached); note the minimum qualifications required and application instructions. It is to your advantage to show all relevant education and experience. Resumes will not be accepted in lieu of the application.

Closing Date: Applications may be filed in person or by mail. If mailed, they must be post-marked and received by Human Resources by the closing date shown on the announcement. If returned in person, the application must be returned to Human Resources, 210 Lottie St., Bellingham, WA by 5:00 p.m. on or before the closing date.

Applicants with Disabilities: As provided for under the *Americans With Disabilities Act (ADA)*, the City will provide reasonable accommodation during an examination or testing process to candidates who request assistance.

Notification: Applicants will be notified of their status on our web site: www.cob.org, Employment, Applicant Status, generally within four weeks after the closing date.

Screening: Will be outlined in the specific job announcement.

Veteran's Scoring Criteria: Applicants for Civil Service positions who desire to claim veteran's scoring criteria must complete and submit the Veteran's Declaration section of the Applicant Data Information form and attach a copy of their DD-214 to their application.

Employment

Background Checks & Polygraph Tests: Candidates for some positions must pass police record background checks and/or polygraph (lie detector) tests.

Driving Records: Some positions may require candidates to have and maintain a valid Washington State driver's license and to submit a driving record abstract demonstrating a good driving record for the past three years prior to hire.

Drug Screening: Candidates for some positions must pass a pre-employment drug screen prior to hire.

Hours of Work: The normal work week is 40 hours, Monday through Friday, however some positions require weekend, rotating shift, holiday, or overtime work.

Salary Step Increases: Under existing salary plans, the City provides for a regular progression of salary increases.

Union Membership: Most positions are covered by a union; membership is required within 30 days of employment.

Civil Service Commission: Most positions are subject to the Bellingham Civil Service Commission. When a vacancy occurs, the top fifteen candidates or the top 25% of the register will be forwarded to the department for *further consideration*. All new Civil Service employees are subject to a one-year probationary period. Positions at the Museum and Library, as well as supervisory, professional and non-represented positions are excluded from the Civil Service. A candidate may challenge the scope, content, or method of an examination or test, and a protest may be filed in writing with the Examiner within five (5) days following the date of the challenged examination. A candidate may also challenge the scoring of an examination or test, failure of the candidate on any part of an examination, or clerical error in examination results of any examination or test, and a protest may be filed in writing with the Examiner within five (5) days of notification of the challenged result. The Examiner shall consider all timely filed protests and make appropriate corrections if an error is demonstrated.

Smoke Free Workplace: The City of Bellingham is committed to a smoke-free environment. Job candidates must be able to operate effectively in this work environment.

Authorization to Work: Candidates who are offered employment are required to provide proof of their authorization to work in this country (proof of U.S. citizenship, permanent residence status or other employment authorization, and proof of identification -- photo ID). This requirement is to comply with provisions of the Federal Immigration Reform and Control Act.

Right to Review: Applicants who feel they have been treated unfairly or eliminated from consideration through illegal discrimination may contact the Human Resources Director to request review. If unsatisfied with the decision of the Human Resources Director, he or she may appeal the decision to the Civil Service Commission, or the Mayor as appropriate. Alternatively, applicants may file a claim of discrimination with the State of Washington Human Rights Commission (1-800-233-3247), or the US Government Equal Employment Opportunity Commission (1-800-669-4000).