



May 9, 2017

JOB ANNOUNCEMENT

PUBLIC SAFETY DISPATCHER

PERMANENT FULL-TIME POSITION

40 hours per week

\$24.92 - \$26.69 Hourly (DOQ)

THIS RECRUITMENT ESTABLISHES AN ELIGIBILITY POOL

***Are you looking for a new and exciting career? Do you enjoy helping others?
Are you a motivated individual who is seeking more challenges in your work day?***

Come join our team!

Juneau Police Department

Integrity – Service – Respect – Courage

This is a fully benefited position. The City and Borough of Juneau offers a competitive salary package that includes the opportunity for regular wage increases, an excellent health insurance program, leave, and retirement credit through PERS (Public Employees' Retirement System).

RESPONSIBILITIES

Under general direction, answers and processes emergency and non-emergency calls for police, fire, and medical services utilizing Enhanced 911 and complex multi-line telephone system. Operates a sophisticated multi-channel radio console and Computer Aided Dispatch system to dispatch public safety personnel. Exercises considerable judgment in transmitting pertinent information to field units and in dispatching emergency personnel and equipment in accordance with established regulations and procedures while multitasking under stressful conditions. This position requires a high level of reliability and dependability in reporting for work on time and as scheduled, on a consistent basis.

Typical responsibilities include the following:

- Receives and dispatches emergency and routine calls for service.
- Quickly and accurately documents relevant call information in computer aided dispatch system.
- Prioritizes deployment to pending calls based upon nature, priority, responder availability and incident location.
- Dispatches and communicates with law enforcement, fire and EMS units, ensuring agency policy, procedures and goals are met.
- Works effectively and calmly in a high stress environment.
- Simultaneously processes information from multiple sources (verbal, written, visual) while keeping information clear.
- Regularly communicates with irate, distraught, or impaired callers while providing a high level of customer service.
- Accesses, interprets, and quickly disseminates information in local, state, and national automated law enforcement databases. Also enters and edits data in these secure databases. Receives and processes court orders including Domestic Violence Protective Orders, warrants, and summonses.
- Works collaboratively and cooperatively with co-workers and personnel from other agencies. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education: High school graduation or the equivalent.

Experience: Two (2) years of experience providing customer service.

Six months experience as a dispatcher or call taker that required simultaneous use of radio or telephone and computer and/or related college hours or successful classroom training in law enforcement, emergency services or fire service dispatching is ***highly desirable***.

Other: At least 18 years of age at time of appointment.

CONTINUED ON BACK SIDE

SPECIAL NOTE: All applicants are subject to an extensive background investigation to determine suitability for police support work and the maintenance of confidential records. The background investigation includes a criminal background review, fingerprinting, and investigative interview. All information provided by the applicant will be verified. Applicants who materially misrepresent any information provided in the employment process will be excluded from consideration or dismissed if already employed.

Appointment to Public Safety Dispatcher positions will be made conditionally pending successful completion of all portions of the background process, psychological evaluation, and receipt of verified negative results of pre-employment testing for controlled substances.

Physical Requirements: See well enough to quickly read fine print, charts, graphs, maps, computer displays and to see fine detail with no color deficiencies; hear well enough to understand radio and telephone transmissions through headsets, handsets, and speakers, sometimes with interference, static and background noises, such as with others talking in the room, audible radio noise and telephones ringing; hear others whether or not they are in view; discern various tones, rhythms and series of "beeps" through a headset and over a speaker; speak in a clear, understandable voice with sufficient volume and tone quality to project effectively over the radio, telephone, and in person; stamina to sit for long periods; use of fingers and hands to write, operate computer keyboards and radio computer equipment.

Department Requirements: Ability and willingness to work shifts, holidays, weekends, scheduled and emergency overtime, and be available for required on-call duty; attend local and out of area training courses as authorized and required; willingness to wear a uniform and comply with department grooming standards; maintain minimum unscheduled absences and a high rate of attendance; maintain a positive attitude and be flexible to change.

APSIN NOTIFICATION

This position requires the use of the Alaska Public Safety Information Network (APSIN). A security clearance issued by the Department of Public Safety (DPS) is necessary to use APSIN. **DPS will deny security clearance for any applicant who has been convicted of a felony or misdemeanor in this state or another jurisdiction, or who may be a fugitive from justice.** Additionally, security clearance will be withdrawn if DPS discovers that material information was falsified or omitted at the time of the initial application for security clearance.

With written consent (see supplemental document), a criminal history report will be obtained prior to any testing or interviews in order to evaluate a candidate's suitability in obtaining an APSIN clearance.

NOTE: This is a union and benefited position. For more details about benefits, please visit the following website:
<http://www.juneau.org/personnel/benefits.php>.

CLOSING DATE:

A completed CBJ application form, Number P001, must be received by the Human Resources & Risk Management Department before the close of business (4:30 p.m. Alaska Standard Time) on **May 26th, 2017**.

PLEASE SUBMIT ACKNOWLEDGEMENT STATEMENT FORM WITH APPLICATION TO BE CONSIDERED.

SPECIAL NOTE: Applicants will be required to test at the Juneau Police Department located at 6255 Alaway Ave. Applicants selected for the testing process will be notified prior to testing dates.

NOTICE TO APPLICANTS: This recruitment will be used to create an eligible list to fill future vacancies, which may occur within the next twelve months subject to an interview and re-evaluation of the candidate's current job performance. At the discretion of the Chief of Police, the eligible list may be extended up to two years from the effective date.

WHERE TO APPLY:

Mail completed application to:

City and Borough of Juneau
Human Resources & Risk Mgmt. Department
155 South Seward St.
Juneau, Alaska 99801

www.juneau.org/human_resources

Drop off completed application to:

City and Borough of Juneau
Human Resources & Risk Mgmt. Department
107 Municipal Way, Suite 101
Juneau, Alaska 99801

OR Visit

<http://www.juneau.org/personnel/jobs.php>
for instructions on how to submit an application
via email

OR **Fax completed application to:**

(907) 586-5392



City and Borough of Juneau POLICE DEPARTMENT



APPLICANT ACKNOWLEDGEMENT AND STATEMENT OF UNDERSTANDING

By my signature below, I acknowledge that the information contained in my application for employment with the Juneau Police Department is complete, true, and correct to the best of my knowledge and belief. I acknowledge that my application does not omit any information, which the Juneau Police Department might consider relevant or material to its decision whether to initially hire, or later retain me. I will promptly notify the Juneau Police Department (regardless of passage of time) of any omission of information that I discover which the Juneau Police Department might consider relevant or material to its decision whether to initially hire or later retain me. I acknowledge, understand, and agree that any false or misleading statement on my application or any omission of information or fact which the Juneau Police Department might consider relevant or material to its decision whether to initially hire or retain in my immediate elimination from further consideration, or post-hire, in disciplinary action, up to and including, dismissal and, in either case, may lead to criminal prosecution under Alaska Statute 11.56.210 (Unsworn Falsification).

I understand that any and all information obtained by the Juneau Police Department about me from any source is confidential and will not be released to me. Accordingly, I waive any right I may have to know test results, interpretations made, and access to the original data from which final recommendations have been made.

Date

Signature

Print Name

Witness Signature

Print Name

The City and Borough of Juneau is an Equal Opportunity Employer.
Women and Minorities are encouraged to apply.