

Important Information

Grays Harbor Communications conducts open continuous testing for the position of entry level E911 Telecommunicator. The purpose of this testing is to maintain a current and viable eligibility list. To apply for the position:

1. **READ** the Job Announcement sheet.
2. **READ** the General Information sheet.

IF YOU MEET THE MINIMUM QUALIFICATIONS AND REQUIREMENTS, THEN:

- Return a completed, signed application, &
- \$20.00 processing fee (cash or check), &
- Typing Certificate** for 40 net wpm, or greater. Must be within the last year.
- Must be received no later than, **5PM Friday, October 23, 2009**

If you **DO NOT** presently possess a typing certificate, typing tests can usually be taken at local employment offices. In Aberdeen, contact the front desk at the WorkSource Grays Harbor office and advise them you would like to take a typing test. No appointment is necessary.

The above documents should be returned to:

In Person:

8:00 a.m. to 5:00 p.m.
Monday through Friday
(360) 533-7885

Grays Harbor Communications Center
Community Hospital, East Campus
1006 North "H" Street
Aberdeen, WA 98520

By Mail:

Grays Harbor E9-1-1
P.O. Box 1845
Aberdeen, WA 98520

The examination schedule is:

3 Hour Individual Practical examinations: 8AM-5PM, October 26 - 30, 2009
Individual Oral Board Interviews: 9AM-4PM, Wednesday, November 9, 2009

Eligibility List Established

GENERAL INFORMATION

NOTE: *The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.*

Filing of Application: Carefully read the bulletin on the reverse of this page. Note the minimum qualifications required and complete the attached forms as instructed. Attach additional pages if necessary. A resume does not replace required application forms.

Closing Date: Applications may be filed in person or by mail. If mailed, they must be received by the closing date shown on the announcement. If returned in person, the application must be returned to the 911 center at the address given in the bulletin by the time and date specified. Incomplete applications may be rejected.

Notification: Applicants will be notified in writing of their status in the selection process.

Screening: Depending on the number of applicants who meet the minimum requirements for a position, the 911 Center may limit the number to be further considered or tested to a group of the most highly qualified based on evaluation of application materials.

Applicants with Disabilities: As provided for under the *Americans With Disabilities Act (ADA)*, the 911 Center will provide reasonable accommodation during an examination or testing process to candidates who request assistance.

EMPLOYEE BENEFITS

Paid Leave: In accordance with State Law and bargaining contract, sick leave, holidays and vacation entitlements are provided. Currently regular employees receive 11 paid holidays per year. The number of vacation days increase at regular intervals based on length of service.

Retirement: All regular full-time employees of the 911 Center are mandatory members of the State of Washington Public Employees' Retirement System (PERS). Employees and the Agency contribute jointly to the plan.

Group Insurance: Full-time regular employees and their eligible dependents are covered by medical, dental, vision and life insurance plans. Currently, premium expenses are paid jointly by the Agency and the employee. Employees are also covered by the State Industrial Insurance Act.

EMPLOYMENT

Drug Testing: All candidates must pass a pre-employment drug and alcohol test prior to beginning work.

Vision Requirement: The 911 Center is housed in a facility with minimal exterior light due to security constraints on exposed windows. The interior lights are operated at a subdued level to reduce the occurrence of glare on video display terminals used by the Telecommunicators. Individual lighting is utilized at each workstation to light the writing surface. Telecommunicators must be able to see and read small printing on maps and resource documents, as well as clearly see continuous changing images on color video terminals located at each workstation, with no adjustment of the Center internal lighting level. The telecommunicator must be able to effectively see documents of varied print size and work in varied lighting conditions as may be the result of setting up an emergency communications center off premise. Candidates must be able to successfully pass a vision examination. The minimum acceptable standard of visual acuity must be 20/40 binocular vision uncorrected, but not less than 20/60 in the worst eye. Such vision must be corrected to 20/20 in the better eye and not less than 20/30 in the worst eye. Color

vision must be normal without correcting lenses. Sight under subdued artificial lighting must be unrestricted.

Hearing Requirement: Excellent hearing is a critical qualification for the position of E9-1-1 Telecommunicator. The relay of emergency messages and instructions from first responders and citizens are accomplished over the radio or telephone. Telecommunicators are required to wear an over-the-ear audio headset in order to hear radio and telephone transmissions. In addition, telephone handsets are used at some consoles. The Telecommunicator must be able to simultaneously hear and understand speaker audio and headset radio/telephone audio, as well as comprehending verbal instructions given by the Center Supervisor. The combined noise levels can be distracting to persons with minimal hearing loss. Candidates must be able to successfully pass a hearing examination (<3/5) at 25 decibels with a high frequency range of 4000 Hz and a low frequency range of 500 Hz in both ears.

Physical Requirements: The E9-1-1 Telecommunicator is required to sit in a chair for long periods of time (2 to 2 1/2 hours) and process emergency calls-for-service and field radio activity which create stress and muscle tension. While sitting at the workstation, the Telecommunicator is required to perform periods of sustained typing at a terminal keyboard, and to manipulate the radio console controls by reaching to the right and left of the workstation. Articulating table tops and keyboard stands, ergonomic chairs, wrist rests, foot rests and back rests are provided in the Center. Telecommunicators work in a small work space and share the use of telephones and radio console equipment. The general good health of all the employees reduces the opportunity of illness. Candidates must be able to successfully pass a general physical examination. Candidates must be free from contagious or infectious conditions which would threaten the health of others. The candidates current physical condition, as well as their past work record with regard to time loss due to illness or functional impairment, shall be reviewed during the medical screening process.

Driving Records: The position requires candidates to have and maintain a valid Washington State drivers' license or ID Card.

Hours of Work: The normal work week is 40 hours, requiring weekend, rotating shift, holiday and overtime work.

Salary Step Increases: Under existing salary plans, the 911 Center provides for a regular progression of salary increases.

Union Membership: Positions are covered by Teamsters Local #252. Membership is required within 30 days of employment.

Smoke Free Workplace: The 911 Center is a smoke-free environment. No smoking is allowed during the assigned shift; up to 12 hours.

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.

Attendance: Regular predictable attendance is an essential function of the job and a condition of employment.

Applicant Drug Use Disqualification Table

The drug disqualification table reflects Grays Harbor E9-1-1's standards for considering job applicants who have some history of illegal drug usage. The standards are based on the drug used, the frequency of use, and how recently the drug use occurred.

WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used within last 12 months	Any illegal drug	Any use.....	Disqualified
WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used within 1 to 3 years ago	Marijuana	Seldom or Occasional use.....	Considered
		Frequent use or Dealing.....	Disqualified
	Any other illegal drug	Any use.....	Disqualified
WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used within 3 to 7 years ago	Marijuana	Seldom or Occasional use.....	Acceptable
		Frequent use.....	Considered
		Dealing.....	Disqualified
	Steroids, Prescription Drugs ¹ , Speed, Cocaine or any Other Illegal Drug	Seldom or Occasional use.....	Considered
		Frequent use or Dealing.....	Disqualified
Heroin, PCP, LSD, Methamphetamine	Any use.....	Disqualified	
WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used 7 years ago or longer	Marijuana	Seldom, Occasional or Frequent use...	Acceptable
		Dealing.....	Considered
	Steroids, Prescription Drugs, or Any Other Illegal Drug	Any use.....	Considered
		Heroin, Cocaine, Speed, Methamphetamine	Seldom or Occasional use.....
	Frequent use or Dealing.....		Disqualified
	PCP, LSD	Any use.....	Disqualified

FREQUENCY	DEFINITIONS
<i>Seldom</i>	Very limited "lifetime" use – generally 1 to 5 times total
<i>Occasional</i>	1 x per week or less. E.g. 52 uses in one year equal weekly use
<i>Frequent</i>	More than 1 x per week over a long period of time (months or years)
<i>Dealing</i>	Selling, transporting to sell, distributing or manufacturing illegal substances at any level
RESULT	DEFINITIONS
<i>Acceptable</i>	Applicant will not be disqualified for stated use
<i>Considered</i>	Applicant's drug history will be evaluated on case-by-case basis
<i>Disqualified</i>	Applicant will not be considered for employment

Important Notice

This is intended as a general guide only, and is not a guarantee or promise of specific treatment in a particular situation. Grays Harbor E9-1-1 reserves the right to apply different standards: more strict, more lenient or new standards based on the facts of individual situations and in the context of an applicant's overall background and suitability for employment with Grays Harbor E9-1-1.

Nothing in this guide is intended to contravene Federal or state laws. All protection extended to individuals based on disability or protected status will be extended to job applicants.

¹"Prescription Drugs" refers to abuse and/or fraudulent acquisition of drugs prescribed by a physician.

**TELECOMMUNICATOR (E911 CALLTAKER/DISPATCHER)
SELF SCREENING QUESTIONNAIRE**

Name (please print) _____

In order to apply for the Grays Harbor Communications Center, you must answer the following employment conditions and background questions. Circle your answers in the table on this page. Please answer carefully. All answers will be verified in the course of the required background investigation and polygraph examination. Dishonest answers will be grounds for rejecting your application. If you have questions regarding the meaning of any statements listed below, seek clarification before you submit your application. NOTE: if you have committed illegal actions (whether or not you were caught) other than very minor actions, such as stealing a pencil from your employer or a candy bar as a child, please call prior to submitting an application to find out whether these actions will disqualify you, to:

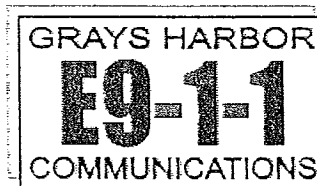
Director Peggy Fouts (360) 533-7885

1. ARE YOU WILLING TO WORK ANY REQUIRED SCHEDULE? The Grays Harbor Communications Center operates 24 hours per day, 7 days per week. Shift assignments and management determine shift hours. Staff must be willing and able to work any shift assigned to them (day, swing and graveyard), holidays and weekends having any two days off.	YES	NO
2. DO YOU HAVE THE ABILITY TO TYPE AT LEAST 40 WPM? Telecommunicators must be able to quickly enter data into a computer system by touch typing on a computer keyboard. The ability to type at a rate that is equal to or greater than 40 WPM is considered to be a good indicator of this ability. Job applicants who pass the initial screening will be tested for this ability on a computer keyboard. Applicants who fail this test will receive no further consideration.	YES	NO
3. ARE YOU WILLING AND ABLE TO HANDLE EMOTIONAL JOB STRESSES? Work as a 911 Telecommunicator can be emotionally stressful. In order to be successful in this job, employees must be able to hear of terrible problems without getting personally involved, maintain a positive attitude at work and forget about the problems when they go home.	YES	NO
4. ARE YOU A UNITED STATES CITIZEN AND ARE YOU ABLE TO READ, WRITE AND SPEAK THE ENGLISH LANGUAGE?	YES	NO
5. ARE YOU WILLING TO WORK OVERTIME? Telecommunicators may be required to work overtime at management's discretion. For example, there must be coverage 24 hours/day, 7 days/week. If an employee does not report to work, the employee on the previous shift must stay until other staff arrangements can be made.	YES	NO
6. CAN YOU PASS A THOROUGH BACKGROUND INVESTIGATION? Applicants are required to pass a thorough investigation of their background. This includes an investigation of conviction records, employment and education history, character and reputation in the community, etc. Applicants may be rejected for criminal behavior, drug use or any indications in the areas listed.	YES	NO
7. HAVE YOU BOUGHT, SOLD, POSSESSED, TRANSPORTED OR USED MARIJUANA WITHIN THE LAST FIVE YEARS?	YES	NO
8. HAVE YOU BOUGHT, SOLD, POSSESSED, TRANSPORTED OR USED ANY OTHER CONTROLLED SUBSTANCE SUCH AS COCAINE, OPIATES, LSD, OR OTHER ILLEGAL, NON-PRESCRIPTION DRUGS WITHIN THE LAST TEN YEARS?	YES	NO
9. HAVE YOU BEEN CONVICTED OF A FELONY AS AN ADULT?	YES	NO
10. HAVE YOU EVER COMMITTED ANY SERIOUS ILLEGAL ACTS (WHETHER OR NOT YOU WERE CAUGHT)? (This does <i>not</i> include crimes such as shoplifting a pack of gum as a juvenile.) <i>Note: Misdemeanors committed after the age of 18 will be screened on an individual basis.</i>	YES	NO

Signature _____

Date _____

GRAYS HARBOR E9-1-1
 P.O. Box 1845
 Aberdeen, WA 98520
 360-533-7885
www.gh911.org



DATE STAMP:

EMPLOYMENT APPLICATION

Grays Harbor E9-1-1 is an Equal Opportunity Employer

INSTRUCTIONS: Type or legibly print this application. Sign and date the application. An incomplete application may be a basis for not being considered.

GENERAL INFORMATION				
Position Applying For:				
Last Name		First Name		M.I.
Address		City	State	Zip
Home Phone ()	Message Phone ()		E-mail address	
Are you now or have you ever been employed by E9-1-1? <input type="checkbox"/> Yes <input type="checkbox"/> No				
List previous residences for the past 10 years. Do not list present address.				
To	From	Address	City	State
EDUCATION				
NAME	NAME & ADDRESS OF SCHOOL	COURSE OF STUDY	YEARS COMPLETED	DIPLOMA/DEGREE
High School				
College				
Other (Specify)				
Keyboarding/Type Speed: _____ WPM				
Are you able to perform the essential functions of this position, with or without reasonable accommodations? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Have you ever been discharged or asked to resign from any position? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, give complete details (date, place, reason, name/address of supervisor.)				
Have you ever sold or transported marijuana, cocaine, or other drugs, prescribed or non-prescribed controlled substances? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, explain below)				
Substance	When	How Often	Last Time	
Have you ever used (tried) marijuana, cocaine, or other drugs, prescribed or non-prescribed controlled substances? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, explain below)				
Substance	When	How Often	Last Time Used (Tried)	

EMPLOYMENT HISTORY

List your work experience for at least the last 10 years including self employment, military service, volunteer work and periods of unemployment. If you do not have 10 years of working history, provide up to the maximum you have.

Attach additional sheets if necessary.

MOST RECENT EXPERIENCE

Employer	TOTAL YEARS	MONTHS
Address	FROM	TO
Position	No. of employees supervised?	MO YR
Supervisor	Phone ()	X
	STARTING SALARY	ENDING SALARY
Specific Duties		
Reason for leaving or considering change?		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Employer	TOTAL YEARS	MONTHS
Address	FROM	TO
Position	No. of employees supervised?	MO YR
Supervisor	Phone ()	X
	STARTING SALARY	ENDING SALARY
Specific Duties		
Reason for leaving or considering change?		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Employer	TOTAL YEARS	MONTHS
Address	FROM	TO
Position	No. of employees supervised?	MO YR
Supervisor	Phone ()	X
	STARTING SALARY	ENDING SALARY
Specific Duties		
Reason for leaving or considering change?		May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

REFERENCES

Give name, address and telephone number of three references who are not related to you and are not previous employers.

- 1.
- 2.
- 3.

EMPLOYMENT

Have you ever applied for employment with any other communications agency? (Federal, State, Local) Yes No

If yes, list all: (Attach Additional pages, if necessary)

Name of Agency	Address	City	State	Zip	Date?
Name of Agency	Address	City	State	Zip	Date?
Name of Agency	Address	City	State	Zip	Date?

Have you ever applied for employment with any public safety agency? (Police, Sheriff, Fire, EMS, Corrections, etc.) Yes No

If yes, list all: (Attach Additional pages, if necessary)

Name of Agency	Address	City	State	Zip	Date?
Name of Agency	Address	City	State	Zip	Date?
Name of Agency	Address	City	State	Zip	Date?

CRIMINAL CONVICTION (Conviction does not automatically bar you from employment.)

Have you been convicted or plead guilty to a felony or misdemeanor crime within the past ten (10) years? Yes No

If yes, please state the nature of the crime, date, court disposition:

VALID STATE DRIVER'S LICENSE? Yes No

State Issued:

License Number:

Expiration Date:

JOB INFORMATION (Initial)

_____ I have received a copy of the entry level E9-1-1 Telecommunicator Minimum Qualifications and

_____ Physical Requirements

I understand the following:

A complete character and personal history investigation will be conducted.

Any appointment tendered me will be contingent upon the result of a polygraph, psychological evaluation and physical examination.

Willful withholding of information or making false/misleading statements on this application shall be grounds for removal from the eligibility list or dismissal from employment.

There is a 12-month probationary period, during which time an employee must demonstrate fitness to continue employment.

I will be assigned to shift-work which includes day, swing, graveyard and relief shifts on a rotating basis.

I will work weekends, holidays, and overtime.

I accept that I will not be permitted to leave the Communications facility during my shift, except in an emergency.

I understand and agree that the integrity of the information in the Center is vital and any breach of confidentiality will result in disciplinary action up to and including dismissal.

I will work in a high stress environment of an emergency communications center.

I will deal with confused, drunk, irate, ill or argumentative people and respond to them in a tactful and diplomatic manner.

I will work in a disciplined environment and carry out orders even if I do not agree with them.

I will take instructions and abide by the policies, procedures, rules and regulations of the Communications center.

I will accept the responsibility of making a decision that could affect the lives of others, knowing that a mistake in judgment could cause irreparable harm.

I will have to sit for long periods of time, be exposed to low lighting, wear a radio headset, have frequent eye contact with computer screens and work in close proximity to other individuals.

I must possess upon hire or successfully pass Washington State ACCESS, Telecommunicator I and Telecommunicator II training within one year of employment.

AGREEMENT, CERTIFICATION AND AUTHORIZATION

I hereby certify under the penalty of perjury in the State of Washington that this application contains no willful misrepresentation and that the information given is true and complete to the best of my knowledge and belief. I am aware that should an investigation at any time disclose any such misrepresentation or falsification, my application may be rejected and my name be removed from consideration. Further, I understand that if I am hired my employment with Grays Harbor E9-1-1 may be terminated at any time if it is determined that there is a misrepresentation or falsification of any of the information supplied by me.

I authorize my current or former employers and all schools or educational and technical institutions which I have attended to provide the Grays Harbor E9-1-1 representatives any information regarding my current or former employment, including performance, discipline and attendance, scholastic records or ratings. I hereby release any such current or former employers or institutions, their agents or employees from any and all liability resulting from the release of such information. My authorization and release from liability are knowing, intelligent and voluntary acts. I hereby waive any claims against Grays Harbor E9-1-1 for relying on any information from my prior employers.

I understand that as a condition of employment I may be required to provide verification of any qualifications or representations made in my application documentation. Additionally I must be able to provide original documentation along with personal identification information as may be required by the Immigration Reform and Control Act of 1986 or any other State or Federal law.

My signature certifies that I have read and agree to the statements above and that all of my responses are true to the best of my knowledge.

Signature of Applicant

Date