

**COMMUNICATIONS OFFICER POSITION
(911 CALL-TAKING)**

LATERAL PROCESS ANNOUNCEMENT

Communications Officer – Pay Range \$28.08 – \$34.12 Hourly

Initial submission deadline: Friday, June 18th by 5 pm

Description of Position

As part of South Sound 911 Operations Division, and under the direction of the Communications Supervisor, this position performs complex and responsible work in the Emergency 911 Communications Center processing citizen's 911 and business calls by screening calls, recording information and transferring calls as appropriate for law enforcement, fire and medical aid services under emergency conditions in an accurate and timely manner; provide routine information and assistance to the public, various law enforcement agencies and other City and County agencies. This position requires ongoing multitasking ability, and use of discretion and judgment.

This position does not have supervisory responsibility. Communications Officers are expected to work independently in a variety of tasks and ask for assistance/clarification from the Communications Supervisor when questions/concerns arise.

Qualifications

Graduation from high school or equivalent. Experience involving considerable public contact and multi-tasking.

Candidates must have a minimum 3 years of experience as a 911 call-taker within a 911 Public Safety Answering Point (PSAP).

Hiring Process

Interested candidates should email HR@SouthSound911.org. Please include resume and letter of interest, detailing the size and call volume of current and past agency employment, along with any other relevant information. If selected to move forward in process, candidates will participate in additional process steps, as listed below, in sequential order:

Additional steps of Lateral Process:

- Completion of Personal History Statement through Public Safety Testing (online, no cost)
- Complete Communications CritiCall Test (online, no cost)
- Panel Interview (in-person strongly preferred, will consider virtual setting as needed)
- Conditional Offer
- Fingerprinting (in-person)
- Observation (in-person, can be combined with fingerprinting session)
- Background Investigation

- Psychological Assessment (virtual)
- Fit Assessment (online – PXT Select)
- Final Interviews with Executive Staff (in-person strongly preferred, will consider virtual setting as needed)
- Medical/Drug Screen (in-person, or if out of area, can arrange for local-to-candidate testing)
- Final Offer

Incentives

Lateral candidates receiving a final offer of employment after completing the process will receive the following:

- \$2,000 hiring incentive upon date of hire*

Starting salary will be dependent on number of years' experience in a 911 call-taking role, as follows:

- < 5 years' experience – Step 2 (\$29.48/hour)
- 5-10 years' experience – Step 3 (\$30.95/hour)
- 10+ years' experience – Step 4 (\$32.50/hour)

Benefits Package

(See attached document)

If you have any questions regarding this announcement, please contact Laura Lakowske @ 253-798-2638 or laura.lakowske@southsound911.org.

**Hiring incentive will be paid in full at time of hire, on the first eligible pay date. The hiring incentive is subject to all required taxes and withholdings. Retention of full amount of hiring incentive is contingent upon continued employment with agency. If employee leaves at any point prior to their 2-year anniversary, a repayment schedule will apply.*

SOUTH SOUND 911 BENEFIT INFORMATION

LEAVE INFORMATION

VACATION LEAVE: Employees receive 96 hours of vacation per year initially. Vacation leave accrual increases occur on an employee's anniversary date.

SICK LEAVE: Employees receive 96 hours of sick leave per year.

HOLIDAYS: Employees receive 96 hours paid holidays.

HEALTH AND WELFARE BENEFITS THROUGH ASSOCIATION OF WASHINGTON CITIES (AWC)

MEDICAL COVERAGE: Choice of four medical plans which include prescription drug coverage for the employee and their dependents. Employees choosing the AWC HealthFirst \$250 Plan or Kaiser Permanente \$200 deductible plan pay a monthly contribution amount of \$40 for employee only and \$80 for family coverage. South Sound 911 pays the remaining monthly premium.

South Sound 911 will pay 100% of the premiums for both employees and dependents electing one of the High Deductible Health Plans and contribute \$2,400 for an individual and \$4,800 for a family annually into an employee Health Savings Account (HSA). Employees will also be able to contribute to their HSA.

In addition, all South Sound 911 employees covered by another medical plan may be eligible to participate in the Opt-Out Program. In order to be eligible, the employee must certify that he/she and any qualifying dependents are covered on another medical plan. Employees approved to participate in the Opt-Out Program shall receive a monthly distribution of \$500 to a qualified 457 deferred compensation plan. These contributions will apply to the annual maximum deferred contribution limits. Employees may only apply for the Opt-Out Program during open enrollment or at initial hire. Determination of eligibility shall be at the sole discretion of South Sound 911.

VISION: Vision coverage is offered through VSP for the employee and their dependents. South Sound 911 pays the monthly premium.

DENTAL COVERAGE: Choice of two dental programs for the employee and their dependents. South Sound 911 pays the monthly premium.

LIFE INSURANCE AND LONG TERM DISABILITY: South Sound 911 provides an employer paid life insurance benefit of 1x annual salary for all full time employees. Supplemental life and supplemental spousal life insurance are available at the employee's expense. Employees also receive employer paid long-term disability coverage. The waiting period for long-term disability coverage is 180 days and payment is at 60% of the employee's monthly salary.

EMPLOYEE ASSISTANCE PROGRAM: ComPsych is an Employee Assistance Program offered to South Sound 911 employees and their families

For AWC specific benefit questions, you are welcome to contact AWC Employee Benefit Trust at 1-800-562-8981 or 360-753-4137, email: benefitinfo@awcnet.org website: www.awctrust.org.

WELLNESS PROGRAM: South Sound 911 offers several fun and engaging wellness activities throughout the year. For information about the South Sound 911 Wellness Program, please contact Gracie Burkhart at gracie.burkhart@southsound911.org or 253-798-7233.

ADDITIONAL BENEFITS

OTHER INSURANCE: Short Term Disability and other insurance options are available through AFLAC at the expense of the employee.

RETIREMENT: South Sound 911 employees participate in the Washington State Department of Retirement Systems Public Employees' Retirement System (PERS). PERS Plan 2 is a defined benefit plan and PERS Plan 3 is a defined benefit plan that includes a member-funded defined contribution component. Employees new to PERS will select PERS Plan 2 or PERS Plan 3 within 90-days of initial hire. New hires who were previously PERS members will complete new enrollment and beneficiary forms upon their transition to South Sound 911. Those who are PERS 3 plan members will have the opportunity to elect a new contribution rate during their initial hire with South Sound 911. For more information on retirement plans, please visit www.drs.wa.gov or call 360-664-7000.

SOCIAL SECURITY REPLACEMENT PLAN: South Sound 911 makes contributions on behalf of all eligible employees to a 401(a) Social Security replacement plan, in addition to contributions made by the employee. Employer and employee contributions mirror Social Security, which are 6.2% of wages up to the annual Social Security Wage Base maximum.

DEFERRED COMPENSATION PROGRAM: South Sound 911 employees have access to a deferred compensation program through ICMA-RC. Quarterly one-on-one meetings with a retirement plans specialist from ICMA-RC are made available to employees at the work site.

PAY PERIODS: South Sound 911 has 26 payroll periods. Pay dates occur every other Friday and checks are deposited via direct deposit.

Have additional benefit or payroll questions? Please contact Gracie Burkhart, Payroll and Benefits Manager at 253-798-7233 or gracie.burkhart@southsound911.org.