

City of Twin Falls

JOB ANNOUNCEMENT

DATE: July 13, 2021

POSITION: Emergency Communication Officer

DEPARTMENT: City Communication Center

BI-WEEKLY STARTING SALARY: entry level \$1,517 (\$18.96 hourly), lateral \$1,622 (\$20.28 hourly)

EFFECTIVE DATE: Upon selection

BENEFIT PACKAGE INCLUDES: Medical & Dental Insurance, Vacation & Sick Leave (accrued bi-weekly), Paid Holidays (10), Paid Long Term Disability and Life Insurance, Tuition Reimbursement, Family Bonding Leave, Wellness Program and Public Employee Retirement System of Idaho-P.E.R.S.I.

GENERAL DESCRIPTION OF WORK: The primary function of an Emergency Communication Officer (E.C.O.) is to answer emergency and non-emergency calls for assistance and information. The E.C.O. relays information to emergency response personnel, perform emergency medical dispatch, crisis intervention services, and maintains contact with callers until responders arrive. Must evaluate and process requests for emergency and non-emergency service in a fast, courteous, and efficient manner using computers, multi-line telephone, radio, or 911 systems.

The E.C.O. will determine and assign the level of priority of the call, enter data into a computer-aided dispatch (CAD) operating system, scan responder status, and record details about the call. Must interpret, analyze and anticipate the caller's situation to resolve problems, provide information, identify the appropriate number and type of equipment or apparatus to dispatch as needed, or refer callers to other agencies. Enters and modifies information into local, state and national computer databases. The principal duties of this class are performed in an office work environment in which the employee may be subject to stressful and emotional situations.

Emergency Communication Officers must work varying hours, including night, weekend and/or holiday shifts in a general, 24-hour, office environment. The current 40-hour work week is based on a 10- or 12-hour shift depending on coverage; a three day weekend every other week; shifts begin at either 6:00 a.m. or 6:00 p.m.; shift schedules change from days to nights at two month intervals.

QUALIFICATIONS: Must be 19 years or older at the time of employment; have a high school diploma or G.E.D.; and have no disqualifying criminal history. Must have some experience and/or training in clerical work or related field, the operation of standard office equipment such as a personal computer, basic software applications and multiple-line telephone. **Prior experience in emergency services dispatch or communications is desirable but not required.**

Due to the nature of the work, listening, awareness to the reaction of others, attention to detail, problem solving and both verbal and written communication skills are necessary. Must have excellent interpersonal skills with the ability to work with a variety of individuals, remain calm and stay focused under stressful situations.

A complete and thorough background investigation, psychological evaluation, polygraph, and pre-employment drug and hearing test are required. Candidates must obtain a POST Basic Certification within 18 months of hire.

APPLICATION PROCEDURE: Interested individuals should submit an online application using the following link: [Emergency Communication Officer](#).

1. A completed City of Twin Falls application;
2. Two computer assessments:
 - a. Personal Evaluation Profile – select from multiple choice answers;
 - b. Critical Dispatch Practice Test – listen to calls, dispatch police or fire, data entry;
3. Submit a \$20.00 testing fee.

Computer Assessments: After submitting your application, please call the Human Resources Office to schedule an appointment. Payment is due at the time you take your test. Included in this packet is an overview of the Critical test, a list of the skills that will be evaluated, and the administrative guidelines for answering the questions. Applicants who successfully complete the computer assessments will be called for an oral interview. This posting will remain open until a suitable pool of applicants has been compiled.

For additional information, please call Human Resources at 208-735-7251 or email hr@tfid.org.

An Equal Opportunity Employer - Drug Free Workplace

Qualified veterans who provide required documentation will be given preference in accordance with Idaho state law.