

# South Sound 911

Communication Support Officer: \$20.70 – \$25.16 per hour

Communication Officer: \$23.50 – \$28.56 per hour

Dispatcher: \$26.59 – \$33.86 per hour

*This job posting announces three separate positions at the South Sound 911 Communications Center.*

**Communication Support Officers:** Under the direction of the Communication Supervisor, perform responsible and complex work in the Emergency 911 Communications Center processing citizens' non-emergency calls by screening calls, recording information and transferring calls as appropriate for law enforcement, fire and medical aid services in an accurate and timely manner; provide routine information and assistance to the public, various law enforcement agencies and other City and County agencies.

**Communication Officers:** Receive emergency and routine calls for law enforcement and fire/medical aid agencies, respond to inquiries, and obtain and relay information to appropriate dispatchers or communication centers. Other duties include taking police reports by phone and operating a personal computer effectively in a confined area under stressful conditions.

**Dispatchers:** Process citizens' requests for police service, provide information to various city and county law enforcement agencies and field police officers, receive and track complaints and track unit status. Other duties include operating a personal computer and working effectively in a confined area under stressful conditions.

**All positions are assigned to a rotating shift schedule, including weekends, and are required to work extended hours frequently.**

All employees are expected to conduct themselves in the highest ethical manner at all times consistent with the high standards set forth by the Law Enforcement Code of Ethics.

## Minimum Qualifications

- Graduation from high school or equivalent
- Two years of experience in a law enforcement agency or two years of clerical experience involving considerable public contact and multi-tasking
- Must be able to type 45 words per minute

If you meet the qualifications, please email your interest to [recruiting@SouthSound911.org](mailto:recruiting@SouthSound911.org) and you will be scheduled for an upcoming Recruiting Academy. We generally hold two Recruiting Academy's per month.

## Application Process

If you meet the minimum qualifications and have attended a Recruiting Academy, the Personal History Statement and Waiver document will be sent to you via email. Submit your completed documents to [hr@lesa.net](mailto:hr@lesa.net). **Incomplete Personal History Statements will not be considered.**

## Examination Process

Applicants who meet the minimum qualifications will be notified by e-mail of the time and location of the examination. The examination is a computer-based test designed to measure your skills in call summarization, prioritization, map reading, data entry, decision making, memory recall, and sentence clarity. The Dispatcher exam also includes split-ear multi-tasking from an audio source. Applicants must pass all portions of the examination process in order to be placed on the relevant job eligible list for interview and hiring consideration.

## Hiring Process

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation, interviews, a polygraph examination and a psychological evaluation as part of the pre-conditional offer of employment. These standards are established to ensure that the highest quality candidates are selected to serve our community. These positions are covered by a Labor Agreement between South Sound 911 and Teamsters Union Local # 117. An employee in this position will be required to join the union within 30 days of hire.

# ***South Sound 911***

## **Our Vision**

We will collaborate with regional partners to protect lives, property and communities. We will enhance public safety by:

- Assuring prompt responses to all emergencies and service requests
- Serving the public trust with reliable, efficient and financially responsible systems
- Inspiring industry excellence with innovative technologies and staff

## **Our Mission**

We provide a modern, unified emergency communication and response system to protect and serve our communities and partner agencies.

## **Our Agency**

South Sound 911 (formerly LESA) was formed as a result of an agreement between the City of Tacoma and Pierce County in 1974 to provide consolidated police and sheriff emergency communications services. Consolidated records management and technology support services were added in 1978.

South Sound 911's Communications Center and Information Services divisions provide support services for most law enforcement in Pierce County. With state of the art dispatching and a vertically integrated information system, South Sound 911 is a leader in the field of law enforcement support technology. The agency employs over 160 people with a biennial budget of approximately \$39,300,000. For additional information please visit [www.lesa.net](http://www.lesa.net).

**Our Services** The South Sound 911 Communications Center is one of the primary PSAPs (Public Safety Answering Point) in Pierce County. South Sound 911 answers 9-1-1 calls for the jurisdictions of the Pierce County Sheriff's Department and the cities of Tacoma, Lakewood, University Place, Gig Harbor, Edgewood, Steilacoom, DuPont, Fircrest, Roy and Ruston. Additionally, because South Sound 911 is a Primary PSAP, we also answer 9-1-1 calls for fire and medical aid and are responsible for transferring those calls to Secondary PSAPs, such as Tacoma Fire and Pierce County Fire (West Pierce). The South Sound 911 Communications Center truly is the first of the first responders!

9-1-1 Communications encompasses the Communications Support Officers (CSO's) who process citizens' non-emergency calls by screening calls, taking police reports by phone, recording information and transferring calls for law enforcement, fire/medical aid services; Communication Officers (CO's) who receive emergency and routine calls for law enforcement and fire/medical aid agencies, respond to inquiries, and obtain and relay information to appropriate dispatchers or communication centers; and Dispatchers who process citizens' requests for police service, provide information to field police officers and various city and county law enforcement agencies, as well as receive and track complaints and track unit status.

The Information Services Division provides law enforcement, courts, and the public with criminal justice related services 24 hours a day, 7 days a week. Our Records Management System (RMS) was developed in-house and fully automates the National Incident Based Reporting System (NIBRS) standards. Our RMS is a complete regional solution for the criminal justice community that provides seamless flow of data between all interested parties. We are the Information Custodian for Tacoma Police, Lakewood Police, University Place Police, Edgewood Police and the Pierce County Sheriff's Department. All together, the division provides full and partial services to 16 law enforcement agencies, 5 courts, 3 prosecutor offices, and the South Sound 911 Communications Center.

Some examples of the services we provide include receipt, duplication, distribution, filing and storing of information, as well as the auditing and validation of information. The majority of our public services include concealed pistol license applications, public records requests, criminal history inspections, accident report requests, visa clearance statements, and online incident reporting.

Apply now for the opportunity to serve your community in one of the most rewarding careers you'll ever have.