



MULTI AGENCY COMMUNICATIONS CENTER

911 Emergency Communications

DISPATCHER: APPLICATION INSTRUCTIONS

Follow all directions completely, accurately, and thoroughly. Make sure to complete and fill in all responses on the Employment Application. Failure to follow directions or provide complete, honest information will result in disqualification of your application.

A complete application packet includes the following documents:

- Cover Letter
- Resume
- Employment Application-complete, signed and dated

The following three tests are to be taken at:

WorkSource-309 E. 5th Avenue, Moses Lake, Phone: 766-2559

- *Typing test--take and pass the test 45 net wpm-2 chances*
- *Call Center Data Entry Test-Audio-field accuracy 80%,
keystroke accuracy-95%-1 chance*
- *Call Center Listening Skills-Audio-80%-1 chance*

Walk-in any time: Monday – Friday, between the hours of 9 a.m. - 4 p.m.

Job #186331119

- *Testing will NOT be started after 4 p.m. (While it is rarely necessary & not recommended; testing can be broken in to more than one visit.)*
- *Minimal staff support from Noon to 1 p.m. will result in longer wait times.*
- *Office closes for most federal and state holidays.*
- *Applicants are encouraged to bring personal headphones in the event in case all facility headphones are being used.*
- *Space will be on a first-come-first-serve basis.*
- The print outs with successful completion of the tests **must** be included with your application for further consideration. If you do not pass the tests do not send your application as you are not eligible to apply.

Only original application documents will be accepted. Application documents should not be stapled and should not be bound in report covers or binders. All application materials should be neat, clean, and legible. Once submitted, your application and attachments become the property of MACC 911 and will not be returned or copied for your re-use.

All application packets must be mailed to the following address:

MACC 911
208 South Hamilton Road
Moses Lake, WA 98837

Position closes August 8th-must be postmarked by this date to be considered.

MACC 911 does not accept application packets electronically or dropped-off in person. Applicants are advised to ensure that correct postage is paid when mailing the application packet; MACC 911 does not accept packages or pay for packages that require additional postage.

E911 Dispatcher Hiring/Testing Process Includes:

- Typing Test-(could be a variety of types of keyboards)-ability to type 45 words per minute net with 2 attempts
- Call Center Data Entry Test- Audio-field accuracy 80%, keystroke accuracy-95%-1 chance
- Call Center Listening Skills Test-80%-1 try
- Application Review by MACC
- Background Screening by MACC
- Oral Interview
- Polygraph
- Conditional Offer of Employment
- Dispatch Floor Live Orientation
- Drug Screening
- Hearing/Vision Testing
- Confirm Employment Offer

Please note that to successfully complete each step for hiring and testing the process may take several months.

Applicant Requirements:

Applicant must be 18 years of age or older on date of hire. Applicant must have a high school education or equivalent and type 45 words per minute.

Employee Benefits:

| Monthly Salary: | | | |
|------------------------|--------------------|---------------------|-------------------|
| 2017 | 0-12 Months | 13-36 Months | 37+ Months |
| | \$3,263.52 | \$3,597.80 | \$3,967.99 |

E911 Dispatchers are members of the Teamsters Local Union No 760. Initiation Fees and Monthly Dues are deducted from wages.

Medical, Dental, Vision and Life insurance benefits are through the Washington Teamsters Welfare Trust and are currently paid for the by employer for employee and dependents.

All Multi Agency Communications Center Employees are members of the State of Washington Public Employees Retirement (PERS) System.

MACC 911 is an Equal Opportunity Employer

Applicant selection and offers of employment are made on the basis of qualifications and without regard to race, color, religion, sex (pregnancy) (wages), national origin, disability, age, genetics, sexual orientation, gender identity, marital status, veteran, or military status, citizenship status, or any other protected group status.