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| **POLICE DISPATCHER / CALL RECEIVER [multiple openings]** |
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| Req #: | 178867 |
| Department: | UW POLICE DEPARTMENT |
| Job Location: | Seattle Campus  |
| Posting Date: | 03/10/2021  |
| Closing Info: | Until Filled |
| Salary: | $4,116 to $5,535/month, effective July 1, 2020  |
| Union Position: | Yes |
| Shift: | Permanent Negotiated Shift   |
| Notes: | Must be willing to work any shift or work-week, including mandatory overtime and holidays, as assigned. This recruitment may be used to fill multiple openings. **Please note that this position has been re-posted.  If you have already submitted your application, you need not submit it again, as it has already been received.**    |

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| As a UW employee, you have a unique opportunity to change lives on our campuses, in our state and around the world. UW employees offer their boundless energy, creative problem solving skills and dedication to build stronger minds and a healthier world. UW faculty and staff also enjoy outstanding benefits, professional growth opportunities and unique resources in an environment noted for diversity, intellectual excitement, artistic pursuits and natural beauty. **"Safeguarding the Academic Community"**The University of Washington campus is a beautiful campus. It takes the commitment of our police force, security personnel and the involvement of the community to create a safe and secure environment for students, faculty, staff, and visitors. The University of Washington Police Department (“UWPD”) is committed to involving the community in solving crime problems through community policing practices and keeping the community educated as to safe practices to protect yourself and your property. This also requires a commitment from the community in helping us by taking responsibility in reporting crimes, suspicious activities, and practicing good and practical crime prevention techniques. As an agency of the university community, UWPD provides law enforcement to the largest college and stadium in Washington State. We also provide security to visiting dignitaries and during demonstrations. The Police Department serves a vital role in the safety, security, and success of the University of Washington. Our purpose is to serve and protect the students, staff, faculty and all people and property within the jurisdiction of that community. Police services are available 24 hours a day, every day of the year.  The University Police department has the exclusive responsibility to act upon law-enforcement matters and perform police functions for the main campus of the University of Washington, Seattle. **OUR MISSION** The University of Washington Police Department actively collaborates with our community to create a safe and secure campus through education, problem solving and enforcement. We use innovative practices, continuing training and partnerships to provide professional public safety services, thereby reducing crime and the fear of crime. In doing so, we foster and maintain an environment that supports the well-being of our students, staff, faculty and visitors. **OUR VISION** The University of Washington Police Department aspires to be a world leader in innovative campus public safety practices. Our commitment to excellence supports the campus community’s pursuit of academic and research goals in an environment free of crime and the fear of crime. **OUR VALUES** The University of Washington Police Department is a team of full-time and part-time commissioned, civilian & volunteer personnel dedicated to ensuring the safety and security of the University of Washington campus. We are committed to the highest standards of professionalism and ethical behavior, and we conduct ourselves with P.R.I.D.E. in all we do. The Communication Center is currently staffed by 10 911 dispatchers who report to a civilian supervisor. The dispatchers receive 911 calls, non-emergency calls, TTY calls (hearing impaired), intrusion/hold-up alarm calls, monitor fire alarms, and monitor several radio frequencies. After receiving a call, the dispatcher will determine the appropriate level of response and dispatch the personnel to the call. UWPD has an outstanding opportunity for a **Police Dispatcher/Call Receiver** to perform specialized and varied work in the Police Department Communications Center to include receiving and transmitting law enforcement and related public safety information. This position is responsible for answering department telephones including emergency 911 telephone calls, determining the nature of the caller’s business and dispatching police mobile units, or referring the call to the appropriate resource; prioritizing and routing emergency calls to fire, police and emergency medical services. There is often a high volume of calls, many of which involve accidents or crimes in progress. The Dispatcher will operate radio dispatching equipment, various computer systems, and associated recording equipment.  Additionally, Police Dispatcher/Call Receivers compile information and write and generate accurate reports. The department strongly subscribes and operates under the tenants of community oriented policing and service. The Communications Center operates 24 hours per day, 7 days per week. Competitive candidates will possess demonstrated experience in thinking clearly and acting quickly and making correct decisions, taking charge of conversations, obtaining accurate information from callers, entering information into a computer while talking and making sound and quick decisions.  Inherent to success in this position is excellent organizational skills to include multitasking while coping with numerous interruptions and remaining calm and professional in emergency situations. This is an opportunity to join a team of men and women who are committed to the highest standards of professionalism and service and to work in an environment that is focused on-going employee development.  UWPD is very proud to be the only police agency in Washington that has achieved triple accreditation, CALEA, IACLEA, and WASPC. **Requirements include:** •    High school graduation or equivalent **AND two years of experience to include dispatching responsibilities and/or completion of an accredited dispatcher program** OR equivalent education/experience may be substituted for MQ except when there are legal requirements such as licenses/certification/registration. **Additional requirements include:** •    Must be willing to work any shift or work-week, including mandatory overtime and holidays, as assigned. •    Excellent written, verbal and interpersonal communications skills to include demonstrated ability to clearly and concisely speak English and understand English •    Word processing/computer experience •    Accurate keyboarding skills •    Demonstrated ability to accurately hear and simultaneously document verbal information •    Strong customer service skills •    Proven ability to exhibit patience and remain calm and professional while questioning callers for whom English may be an additional language, callers who may be verbally abusive, emotionally upset, uncooperative or frightened •    Ability to work in a high-pressured, high security environment •    Ability to take direction, work independently and as part of a team •    Ability to work in a confined area, primarily seated in an office setting for extended periods of time with no outside visibility. •    Must believe in teamwork and have strong commitment to excellence and continued improvement •    Must be comfortable working in a law enforcement agency and able to maintain confidentiality      *Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.* **Desired:** •    Police dispatch experience •    Experience with emergency 911 calls •    CAD/RMS experience •    Current WSCJTC T1/T2, ACCESS certifications or out of state POST certification •    Fluency in other languages (such as Spanish, Chinese, Japanese, Thai, Russian) **Conditions of Employment:** •    Employees must be willing to work any shift or workweek, including mandatory overtime and holidays, as assigned. •    Work is performed primarily seated in an office setting with no outside visibility. •    All final applicants will be required to complete a minimum of four hours observation in the University of Washington Communication Center. This should be scheduled before taking the polygraph examination or psychological evaluation. •    No felony convictions and no pattern of misdemeanor convictions that could compromise access to confidential records. •    Employment is contingent upon successful completion of comprehensive background investigation, polygraph, and psychological examinations. •    This position is located at UW Police Department in a state-of-the-art building on 15th Ave NE.  Must be comfortable working in a police station environment. As a UW employee, you will enjoy generous benefits and work/life programs. For a complete description of our benefits for this position, please visit our website, [click here.](https://hr.uw.edu/benefits/wp-content/uploads/sites/3/2018/02/benefits-classified-staff-20210208.pdf) **APPLICATION AND SELECTION PROCESS Application Deadline:  March 17, 2021 Testing: Must be completed by February 3, 2021 to be considered for the initial review  Oral Boards: March/April Reapplication is permitted at any time, except for candidates disqualified for reasons of prior felony convictions or non-correctable selection.  Please note: It may take 2 to 4 months to successfully complete all phases of the selection process from Oral Boards to Official Offer of Employment. Be sure to check back periodically for updated recruitment information.** 1.     Apply on-line by the application deadline noted. A complete application includes: •  Copying/pasting an updated resume into your candidate profile; •  Completing the US Work Authorization Assessment. Part of the application process for this position includes completing the US Work Authorization Assessment to obtain additional information that will be used in the evaluation process.  The assessment will appear on your screen for you to complete as soon as you select "Apply to this Position" on this job announcement. Once you begin the assessment, it must be completed at that time. If you select to take it later, it will appear on your "My Jobs" page to take when you are ready. Please note that your application will not be reviewed, and you will not be considered for this position until the assessment is complete. 2.     All information submitted will be considered to determine the applicant's qualifications for this position. Please ensure that your current email address is listed in your online candidate profile as well as in your resume. A Personal History Statement may be emailed to you early for completion.  A completed Personal History Statement will be required for those who progress to the Background Investigation Process.  Detailed information requested includes: •  Addresses of all residences; •  Personal and Professional References; •  Names and addresses of family members; •  Arrests and criminal history; •  Traffic driving record; •  Military service; •  Employment history; •  Drug use; •  Education history; •  Memberships in professional organizations; •  Financial information; •  Copies of the following documents: -High school diploma/GED certificate; -Social Security card; -Driver’s License; -Birth Certificate (Certified copy); •  Any other documents, certificates, resumes, performance evaluation reports, etc., which show your abilities and training for the position 3.     Testing [APPLICANTS WILL BE ASSESSED A FEE FOR TESTING]: The Dispatcher Exam is administered through Public Safety Testing.  Results are provided to the University of Washington Police Department for decision-making. You must select University of Washington Police Department as an agency for us to access your required testing scores.  **Before you schedule for the exam, please ensure that you have also applied to this position.**  To schedule a test, visit: www.publicsafetytesting.com (or click this link: [PST](https://www.publicsafetytesting.com/career-path/positions/dispatch?latitude=&longitude=&search=&zip=SEATTLE%2C+WA+98115#position_modal)). Under 911 Dispatch, select Washington and then find University of Washington Police Department. **Please note: You must successfully complete the PST Typing Test before your Dispatch Written Exam date. Failure to do so may result in a failure of the test.** What to expect at the www.publicsafetytesting.com website: • Flexibility to schedule your test time.  Tests are conducted multiple times a week, including Saturdays and offered at multiple locations • Information on completing the required typing test • Detailed information on how to create a testing account • Written Exam Requirements • PST Policies for test day • Test-Date-Location Information (Test & Event Calendar) • Fee structure for agency selections • Out of state testing information The test will be evaluated on a pass/fail basis, however, scores are important.  Scores will be automatically forwarded to the University of Washington Police Department for further decision making.  Those who attain passing scores may be invited to participate in other stages of the Department’s selection process.           4.     Oral Boards Applicants who pass the testing phase may be invited to participate in Oral Boards (structured panel interview).  5.     Observation (to be scheduled) A minimum four-hour observation session at the UWPD Communications Center will be required of final candidates.  Candidates will be contacted directly for scheduling.  6. Additional selection steps include a polygraph, background investigation and psychological evaluation. **TO VIEW THE POSTING AND TO APPLY:-please visit** [**www.uw.edu/jobs**](http://www.uw.edu/jobs)**-click FIND A JOB****-search for Req #178867** The application process for UW positions may include completion of a variety of online assessments to obtain additional information that will be used in the evaluation process.  These may include Work Authorization, Cover Letter and/or others.  Any assessments that you need to complete will appear on your screen as soon as you select “Apply to this position”. Once you begin an assessment, it must be completed at that time; if you do not complete the assessment, you will be prompted to do so the next time you access your “My Jobs” page. If you select to take it later, it will appear on your "My Jobs" page to take when you are ready. **Please note that your application will not be reviewed, and you will not be considered for this position until all required assessments have been completed.**  |
| Applicants considered for this position will be required to disclose if they are the subject of any substantiated findings or current investigations related to sexual misconduct at their current employment and past employment. Disclosure is required under [Washington state law](https://app.leg.wa.gov/RCW/default.aspx?cite=28B.112.080). |
| Committed to attracting and retaining a diverse staff, the University of Washington will honor your experiences, perspectives and unique identity. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable and welcoming.[The University of Washington is a leader in environmental stewardship & sustainability, and committed to becoming climate neutral.](https://green.uw.edu/inform/esc/policy-statement)The University of Washington is a leader in [environmental stewardship & sustainability](https://green.uw.edu/inform/esc/policy-statement), and committed to becoming climate neutral. [The University of Washington is an affirmative action and equal opportunity employer.](https://ap.washington.edu/eoaa/) All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.To request disability accommodation in the application process, contact the Disability Services Office at 206-543-6450 or dso@uw.edu. |