

RIVERCOM

RiverCom is a Public Safety Answering Point that operates 24 hours a day, 7 days a week processing emergency 911 and non-emergency calls-for-service and dispatching 23 law enforcement, fire, and emergency medical public safety agencies within Chelan and Douglas counties. The Emergency Services Dispatcher is the first line of contact with the public when calling for emergency and non-emergency public safety services.

RiverCom seeks qualified individuals who can provide communications functions using a wide-range of technology and who can contribute to our team with professionalism, responsibility, integrity, and commitment. Ideal candidates maintain a dedication to learning, improving skills, and advancing knowledge. Candidates must also show honesty, meet high-levels of security standards, and must perform work with a high-degree of confidentiality.

Thank you for your interest in employment with RiverCom. Making decisions about your career path can be both exciting and challenging; the decisions you make today may impact your professional future. As you think about career choices, it is important to consider your opportunities carefully, gather information, and plan for the future. Getting a start in the right direction is one of the best things you can do to begin a career on a positive path.

What we have to offer

Competitive salary
Comprehensive health insurance
Paid holidays (10 adjustable holidays + 1 floating day)
Paid vacation leave (Based on step scale)
Paid Sick Leave
Retirement plan
Deferred Compensation plan (Employee sponsored)

- In-house training academy, all training and certifications provided by employer, advanced training opportunities
- Team-oriented work environment
- Opportunity to provide a valuable service to our community
- Opportunity to work in an innovative, technical environment
- Casual dress code, comfortable ergonomic work area

What you can do

- Maintain good attendance at school and at work
- Maintain a sense of personal responsibility
- Practice security and confidentiality
- Strive to be a life-long learner
- Maintain finances and credit in good-standing
- Maintain a personal history free of arrests and/or convictions involving theft, assault, domestic violence, or illegal substances
- Develop good typing and keyboarding skills

RiverCom is an Equal Opportunity Employer.

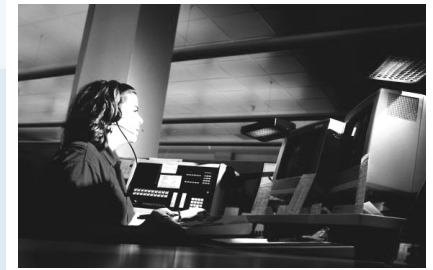
Applicant selection and offers of employment are made on the basis of qualifications and without regard to race, gender, sexual orientation, religion, national or ethnic origin, age, disability, or veteran status.

EMERGENCY SERVICES DISPATCHER

TRAINING

TECHNOLOGY

TEAMWORK



Considering a career in public safety communications?

Are you interested in a challenging, unique, and rewarding career in public safety communications? RiverCom is seeking qualified individuals for fulltime Telecommunicator (Emergency Services Dispatcher) positions. We offer on the job training, a competitive salary, and excellent benefits.

RIVERCOM 911

140 South Mission Street, 3rd Floor
Wenatchee, WA 98801
509-662-4650

www.rivercom911.info

Providing public safety communications for Chelan and Douglas counties.

Do you have what it takes?

Telecommunicators are dedicated individuals who are committed to providing outstanding service. They serve an important role in our community; they link individuals with vital public safety first responders and provide back-up support for local law enforcement, fire, and emergency medical services. Ask yourself the following questions to find out if you have some of the qualities of what it takes to be a Telecommunicator.

Do you have a desire to help others in emergency situations?

Do you like working with others on a team and providing customer service?

Do you have excellent communication skills?

Are you comfortable and at ease using a wide range of technology?

Do you have the ability to remain calm and make decisions under pressure?

Are you proactive, innovative, and resourceful?

Do you have a logical, objective, and rational approach to the way you approach situations and problem-solving?

Are you looking for an unusual or non-traditional career path?

Do you have a high-degree of self-discipline and initiative?

Are you committed as a professional and dedicated to excellence?

Are you seeking fulltime work, with potential for long-term employment?

Do you enjoy work that presents interesting and new challenges each day?

Basic qualifications

Telecommunicator candidates must possess the following qualifications:

- Must be a minimum of 18 years
- United States citizenship or Permanent Resident Card
- High school diploma or GED
- Proficiency reading, speaking, and writing in the English language
- Demonstrate ability to type at 45 WPM
- Demonstrate a stable school or work history
- Willingness to work day, swing, and grave schedule, some holidays, and overtime
- Ability to pass a polygraph test and thorough background investigation
- Free from illegal substances for 3 years
- Valid driver license and have maintained a good driving record
- Ability to respond to work in emergency situations

As part of the application process, applicants are tested for the following abilities:

Reading comprehension

Multi-tasking

Data entry and typing

Character comparison

Call summarization

Cross referencing

This is an entry-level position with the opportunity for growth and advancement within the position.



A good place to start

For more information about employment at RiverCom, please visit our website at:

www.rivercom911.org

Our website includes a job description, job application, and application instructions for the position.

All job openings are posted on our website. RiverCom only accepts applications when positions are open; we do not hold or maintain applications on file for future openings.

If you would like to have the materials mailed, please call us at 509-662-4650 and we will be happy to mail the information to you.

Further questions about career opportunities? Contact us at the following:

Criselia Grupp, Administrative Services Manager
509-662-4654
cgrupp@rivercom911.org

Staci Larsen, Executive Assistant
509-662-4655
slarsen@rivercom911.org