



STATE OF ALASKA
invites applications for the position of:

Emergency Services Dispatcher I (12-DPS98)

Job Code: 26012

Job Title: Emergency Services Dispatcher I (12-DPS98)

Open Date: 04/17/20

Closing Date: 05/01/20 05:00 PM

Position Open To: Alaska Residents Only

Job Type: Full Time

Range: 15

Salary: \$4,014.00 Monthly

Department: Public Safety

Division: Alaska State Troopers

Location: Anchorage

Bargaining Unit: General Government

JOB DESCRIPTION:



WHAT YOU WILL BE DOING

In this position, the incumbent will assess and provide emergency and routine police/fire/EMS assistance for the general public and all Public Safety personnel, evaluate/prioritize the levels of response, and ensure the safety of all responders. Key responsibilities will include answering and routing incoming administrative and E-911 calls, processing police, fire, and medical calls, and entering incoming calls for service to the Computer Aided Dispatch system.

OUR ORGANIZATION, MISSION AND CULTURE

The Department of Public Safety strives to preserve the peace, enforce the law, prevent and detect crime, and protect life and property. All positions support or carry out the Department's mission. The ESDI is crucial to the department as they are the first point of contact in calls for service. It is their responsibility to expediently respond to calls for service and direct the calls accordingly so that the rest of the department can carry out their jobs as needed.

Each day offers a fast paced and high-volume tasks and challenges, a chance to work with a phenomenal team of professionals on both the non-commissioned and commissioned side.

THE WORKING CONDITIONS YOU CAN EXPECT

This position will be located at the Department of Public Safety's new Central Regional Communication Center in Anchorage at 5500 East Tudor Road, next to the Department of Public Safety Headquarters building.

The work environment is friendly, team oriented and productive.

WHO WE ARE LOOKING FOR

To be successful in this position, the incumbent must have the ability to multi-task and prioritize a large workload in a fast-paced environment with frequent interruptions and changing priorities; have excellent communication, people skills and the ability to make effective decisions under stressful situations while maintaining a professional and courteous demeanor; experience effectively applying guidelines, technical manuals, policies, and procedures; experience utilizing high volume keyboarding/data entry; and have experience operating multi-frequency and multi-agency radio equipment.



The Department of Public Safety strives to preserve the peace, enforce the law, prevent and detect crime, and protect life and property. All positions support or carry out the Department's mission. If our mission interests you and this position embodies your strengths, please consider joining our team.

More information about the Department of Public Safety can be found on our website:
<http://dps.alaska.gov/>

MINIMUM QUALIFICATIONS:

Two years of work experience. This experience must include six months of experience that entails clerical tasks such as greeting clients, answering phones, typing, filing, sorting mail, entering data, receiving payments, making change, or maintaining logs.

AND

The ability to type at a net speed of 30 words per minute with no more than three errors per minute.

OR

Any combination of education from an accredited college (three semester hours or four quarter hours equal one month of experience), vocational education (150 hours equal one month of experience), and/or work experience may substitute for up to 18 months of non-specific work experience.

Special Note:

Specific positions in this job class may require incumbents to be Emergency Medical Certified, Emergency Police Certified, or Emergency Fire Dispatch Certified.

Shift work may be required.

A background investigation will be required upon initial employment.

This job class requires individuals to multitask and maintain emotional control and composure to work effectively during emergencies, crisis situations, and/or extremely stressful conditions.

ADDITIONAL REQUIRED INFORMATION:

PLEASE NOTE

- Shift work may be required.
- A four month training may be required outside of Anchorage.

NOTICE

This position involves a significant amount of keyboarding and data entry.

APSIN

Please be aware – this position requires the use of the Alaska Public Safety Information Network (APSIN). A security clearance issued by the Department of Public Safety (DPS) is necessary to use APSIN. DPS will deny security clearance for any applicant who has been convicted of a felony or misdemeanor in this state or another jurisdiction, or who may be a fugitive from justice. Additionally, security clearance will be withdrawn if DPS discovers that material information was falsified or omitted at the time of the initial application for security clearance.

BACKGROUND CHECK

The successful candidates must pass a comprehensive background investigation, which includes a criminal history check. Any misdemeanor or felony conviction will eliminate the applicant from proceeding to the interview phase.

EDUCATION

If post-secondary education is required to meet the minimum qualifications, you must fill in the Education section of the application. If you have not obtained a degree, please indicate the number of units completed. Copies of transcripts are required to verify educational credentials if used to meet the minimum qualifications for a position. Transcripts can be attached at the time of application or provided at the time of interview.

WORK EXPERIENCE

Applications will be reviewed to determine if minimum qualifications are met. Therefore, all work experience the applicant is using to meet minimum qualifications for this position must be documented in the application package. Please include the employer name, your job title, dates of employment, and whether the employment was full or part-time. Applicants who submit application packages that do not provide sufficient information to demonstrate minimum qualifications are met may not advance in the selection process.

MULTIPLE VACANCIES

This recruitment may be used for more than one (1) vacancy. The applicant pool acquired during this recruitment may be used for future vacancies for up to ninety (90) days after this recruitment closes. Interested applicants are encouraged to apply to each recruitment notice to ensure consideration for all vacancies.

EEO STATEMENT

The State of Alaska complies with Title I of the Americans with Disabilities Act (ADA). Individuals with disabilities, who require accommodation, auxiliary aides or services, or alternative communication formats, please call 1-800-587-0430 or 465-4095 in Juneau or (907) 465-3412 (TTY) or correspond with the Division of Personnel & Labor Relations at the address above. The State of Alaska is an equal opportunity employer.

CONTACT INFORMATION:**WORKPLACE ALASKA APPLICATION QUESTIONS & ASSISTANCE**

Questions regarding application submission or system operation errors should be directed to the Workplace Alaska hotline at 1-800-587-0430 (toll free) or (907) 465-4095 if you are located in the Juneau area. Requests for information may also be emailed to recruitment.services@alaska.gov.

For applicant password assistance please visit:

<https://www.governmentjobs.com/OnlineApplication/User/ResetPassword>

For specific information in reference to the position please contact the hiring manager at:

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Jana Wallette, Emergency Services Dispatch Supervisor

Phone: 907-269-5622

Jana.wallette@alaska.gov

APPLICATIONS MAY BE FILED ONLINE AT:
<http://workplace.alaska.gov/>

PO Box 110201
Juneau, AK 99811
(800) 587-0430 (Statewide toll-free number)
(907) 465-4095 (Juneau and out-of-state callers)

recruitment.services@alaska.gov

Position #26012
EMERGENCY SERVICES DISPATCHER I (12-DPS98)
SW

Emergency Services Dispatcher I (12-DPS98) Supplemental Questionnaire

* 1. How many years of experience do you have providing clerical support such as greeting clients,

answering phones, and typing? Explain.

- * 2. What is your current typing speed and accuracy rate?
- * 3. Describe your experience working in high stress and high-volume situations.
- * 4. How many years of experience do you have in data entry?
- * Required Question