

**Department of Human Resources**

Employee Health & Safety Division  
Disability Services Section  
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[www.kingcounty.gov](http://www.kingcounty.gov)

Employee :

Claim # :

## JOB ANALYSIS

Job Title:	9-1-1 Communications Specialist		
Department:	Sheriff's Office	Division:	Technical Services
DOT Title:	Dispatcher, Radio	DOT #:	379.362-010
SVP:	4	Requestor:	Jeff Casem
Worksite Address:	3511 NE 2nd St. Renton, WA 98056-4192	Office Contact Name/ Phone/ Email:	Kathy Pompeo 206-205-7631 kathryn.pompeo@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS		Analysis Date: 5/2/19
Update Analyst:			Update Date:

☒ On-Site    ☐ Interview    ☐ Representative

**JOB DUTIES:**

The responsibilities of this classification include answering 9-1-1 emergency telephone calls, determining the nature and geographic location of the emergency and dispatching police mobile units or referring calls to the appropriate agencies. 9-1-1 Communications Specialists respond to a high volume of calls, many of which involve accidents or crimes in progress.

Newly hired Communications Specialists receive classroom and floor training and work as Secondary Call Receivers, answering routine citizen calls of a non-emergency nature, offering advice or instructions to callers, making referrals to other organizations or persons and writing routine police reports for less serious crimes. Secondary Call Receivers receive additional training and advance to Primary Call Receiver, answering complex citizen calls that are often of an emergent nature; calls requiring police assistance are routed to the appropriate Dispatcher. After 18 months of employment, Primary Call Receivers receive additional required training to advance to Dispatcher, the highest level of the class. Dispatchers work directly with responding patrol units using telephones and radios to provide information and support to deputies.

Incumbents in this classification must make fast responses and quick and correct decisions, take charge of conversations, obtain accurate information from callers, enter information into a computer system while talking, make quick decisions regarding the priority to be assigned to emergencies and the number of units to send to calls, and maintain all appropriate record keeping

**ESSENTIAL FUNCTIONS ACCORDING TO THE EMPLOYER:**

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

Job Specific Requirements:

***When serving as Secondary Call Receiver***

1. Answer non-emergency telephone calls coming in to the County's 911 Center; gather necessary information by interviewing callers and enter responses into a computer system.



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2. Determine appropriate procedures and guidelines to apply to specific calls and situations.
3. Maintain records of calls and actions taken; complete detailed written reports.
4. Use maps and electronic mapping technologies to locate addresses and jurisdictional boundaries.

***When serving as Primary Call Receiver (performs the duties above and the following)***

5. Receive emergency calls coming in to the County's 911 Center. Take charge of conversations, obtain accurate information and enter into a computer while talking, and quickly prioritize emergency calls.
6. Assign emergency response priority by determining whether immediate police response could save lives or prevent crimes. Route calls for assistance to the correct Dispatcher or appropriate agency.

***When serving as Dispatcher***

7. Communicate with police mobile units and other emergency agencies using telephones and radios; make emergency notifications to partner agencies and support services.
8. Track location and availability of mobile units in assigned area and dispatch police mobile units to locations requiring officer assistance. Monitor pending dispatched call list to ensure unit responds when available, changing call priorities when necessary to save lives or deter crimes. Notify callers of delays.
9. Run license plate numbers and names as requested by officers.
10. Monitor multiple radio frequencies if several calls are in progress.
11. Request backup/assistance from other agencies when necessary to ensure safety of officers. Perform other duties as assigned.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

**MINIMUM QUALIFICATIONS:**

This is an essential personnel position that must have the ability to attend work during emergent situations, such as inclement weather etc.

This is a Civil Service classification. All incumbents must be US citizens and be able to speak, read and write the English language. Offers of employment are contingent on passing a physical exam, hearing test and a thorough background investigation, which includes polygraph and psychological examinations. Ability to work a variety of shifts including nights, weekends and holidays and to demonstrate predictable, reliable and timely attendance. Must be willing to work any shift, any scheduled days off and overtime as assigned.

Ability to maintain certification in ACCESS (State criminal database), NCIC (National Criminal Information Center) and WACIC (Washington Criminal Information Center) on a bi-yearly basis.

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

**Machines, Tools, Special Equipment, Personal Protective Equipment Used:**

Telephone (multi-line), computers, headset and hand set, two-way radio with hand controls, foot pedal for radio, WACIC/ NCIC proprietary software systems, Washington state Patrol ACCESS computer system, digital recording equipment, TTY/text, touch screens, fax machine, multiple monitors, multiple keyboards/mouse and copy machine.



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### PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time
<b>O</b> = Occasional (11-33%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
<b>F</b> = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	Hours Per Day
<b>C</b> = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	Days Per Week
		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

#### Work Pattern (continued)

7:00am-3:00pm, 3:00pm-11:00pm, 11:00pm-7:00am, 9:00am-5:00pm, 11:00am-7:00pm, 5pm-1:00am. Overtime is both voluntary and required in accordance with business demand.

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
<b>Lifting</b> floor – waist		1-7				Up to 5 sec./time, 3 min total with weights of 1-3 pounds while moving stacks of paper. On a rare occasion the employee may lift a binder that weighs up to 7 pounds.
<b>Lifting</b> waist–shoulder		1-7				Up to 5 sec./time, 3 min total with weights of 1-3 pounds while moving stacks of paper. On a rare occasion the employee may lift a binder that weighs up to 7 pounds.
<b>Lifting</b> above shoulder	X					
<b>Carry</b> (Distance/Surface)		1-7				Up to 100' for up to 1 min./time, 1 min. total for up to 1 minute total while moving a binder or ream of paper.
<b>Pushing/Pulling</b> (Distance/Surface)		1-10				Up to 5 sec./time, 1 min total while opening and closing office drawers and doors. The employee may also need to push a chair to a workstation (up to 100') as there are not assigned work stations.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X*	Up to 2.5 hrs./time, 7 hrs. total while taking emergency calls which includes talking on the telephone and typing; requires using radio dispatch foot pedal. *Can alt. sit/stand as needed on most occasions as a sit/stand workstation is present. *On a very rare occasion the employee may need to stay on a dispatch call for up to an entire shift.



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	N	S	O	F	C	
Standing		X*				Up to 5 min./time, 30 min. total while conversing with a dispatcher or supervisor. *Can alt. sit/stand as needed on most occasions as a sit/stand workstation is present.
Walking		X				Up to 250', 3 min./time, 1 hr. total while walking between the workstation, dispatcher's and supervisors' workstations and the copy machine.
Perform Work on Ladders	X					
Climbing	X					
Balancing	X					
Stooping / Bending		X				Up to 10 sec./time, 2 min. total while reaching for items on low shelves or in low drawers. * Can alt with squat kneel, as preferred.
Twisting at Neck		X				Up 3 min./time, 30 min total when performing dispatching duties and holding hand set on the shoulder. Also when looking at employee and supervisor workstations.
Twisting at Waist	X					
Squatting / Kneeling	X	X				Up to 10 sec./time, 2 min. total while reaching for items on low shelves or in low drawers. * Can alt with bend/stoop as preferred.
Crawling						
Reach waist to shoulder					X	Up to 2.5 hrs./time, 7 hrs. total while typing on multiple keyboards, using multiple computer mouse, writing, using radio hand control and when recording information from emergency calls.
Reach above shoulder		X				Up to 3 sec./time, 1 min. total while reaching for items in upper mail bins.
Reach below waist		X				Up to 10 sec./time, 1 min. total while reaching for items on low shelves or in low drawers.
Keyboarding					X	Up to 1 hr./time, 7 hrs. total while typing on multiple keyboards.
Wrist Flexion/Extension	X					
Handle/Grasp		X				Up to 3 min./time, 30 min total while manipulating stacks of paper, a binder or the lighting at the workstation. Also handles when using telephone hand set.
Forceful Grasp	X					
Fine Finger Manipulation					X	Up to 1 hr./time, 7 hrs. total while writing or typing when recording emergency call information as well as dialing the telephone and manipulating sheets of paper.
Hand Controls				X		Up to 30 min./time, 4 hrs. total while using a push button on the radio, headset to talk on radio, lighting adjustment, computer mouse and a touch screen monitor.
Foot Controls					X	Up to 30 min./time, 7 hrs. total while operating the dispatch console for radio transmissions. A hand switch for radio transmissions can be used if needed.



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Physical Demands	Frequency					Activity Description			
	N	S	O	F	C				
Repetitive Motion				X		Body Part:	hands	Cycles/hr:	300+
Vibratory Tasks – High		X							
Vibratory Tasks – Low		X							
Talking					X	Continuously with a clearly audible and concise voice for up to 2.5 hrs./time, 7 hrs. total while conversing with coworkers, supervisors, other emergency agencies, and persons on the telephone.			
Hearing					X	Up to 2.5 hrs./time, 7 hrs. total while conversing with coworkers, supervisors, other emergency agencies, and persons on the telephone. Employee must be able to decipher information from reduced audio quality/clarity sources and/or with multiple background noises.			
Visual – Near Acuity					X	Up to 2.5 hrs./time, 7 hrs. total while reading the information on the computer screen and phone system as well as writing. Ability to read and discern visual images in a variety of media to include small liquid crystal displays offering very little brightness/darkness contrast or adjustment, standard monochrome CRT display screens, printed matter reduced to very small font, multi-colored indicator lights which have differing flash rates and to be able to discern colored status indicators for electronic equipment functions.			
Visual – Far Acuity		X				Up to 5 min./time, 30 min total while viewing the call volume board (displays call time and number of calls; workstation status) as well as interacting with coworkers and supervisors.			
Visual – Depth Perception		X				Rarely traversing supervisor platform.			
Visual – Color Discrimination					X	Up to 2.5 hrs./time, 7 hrs. total while reading the information on the computer screen; calls are color coded.			
Visual – Accommodation		X				Up to 5 min./time 30 min. total while looking between screens/workstation, call board and coworkers/supervisors.			
Visual – Field of Vision			X			Must be able to visualize coworkers while taking multiple calls for one detail and determine the need for consolidation or the need to communicate about the detail.			
Exposure to Weather	X								
Extreme Cold	X								
Extreme Hot	X								
Wet and / or Humidity	X								
Proximity to Moving Mechanical Parts	X								
Exposure to Explosives	X								
Atmospheric Conditions	X								
Exposed Heights	X								
Exposure to Electricity	X								
Exposure to Toxic / Caustic Chemicals	X								



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Physical Demands	Frequency	Activity Description
Exposure to Radiation	X <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud	
Other:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Work is performed in an open office concept with several workstations. There is often a high volume of calls, many of which involve accidents or crimes in progress or of emergent nature. The worker is exposed to hostile, upset or emotional persons.  There is regular flow of outside-agency (non-King County) employees that enter/exit through the Communication Center's main floor throughout the day. They may access the call workstations and classroom that are located on the South side of the building.

### Analyst's Comments:

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### Possible Employer Modifications:

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### Update Comments (*if applicable*):

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**Note:** The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a “best estimate” may have been used.

**Analyst:**

**Update (if applicable):**

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

**Employer Verification:**

**Employee Verification:** (optional)

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



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### MEDICAL PROVIDER:

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work. Date employee is released to return to work if different from today's date: \_\_\_\_\_
- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a ☐ permanent basis or ☐ temporary basis.
- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date: \_\_\_\_\_

Treatment plan: \_\_\_\_\_

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

### Comments:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

- ☐ Attending Physician      ☐ Consulting Physician      ☐ Pain Program Physician
- ☐ IME Physican      ☐ PCE Therapist      ☐ OT / PT Therapist      ☐ PEP Physician