

POSITION: Communications Dispatcher - Lateral Entry

SALARY: Depends on Qualifications

OPENING DATE: 05/03/22

CLOSING DATE: 05/22/22 11:59 PM

GENERAL INFORMATION:

The Portland International Airport, PDX, is often the first impression people have of Oregon, SW Washington and the City of Portland. As the winner of America's Best Airport we take service, safety and security to heart. Our Emergency Communications Dispatchers are responsible for providing emergency and non-emergency public safety and operational communications services for customers and tenants at our three airports; Portland International, Hillsboro, and Troutdale airports.

We are seeking a highly communicative, problem-solving person to dispatch police, fire, medical, and operations personnel for a variety of incidents. This person will have excellent customer service and sound reasoning skills with the ability to work effectively as a member of a high functioning team.

We believe that diversity of thought can enhance the quality of any work environment and we are looking for applicants to bring their knowledge, lived experiences and cultural background that will convey a personal perspective and unique outlook to this role. Everyone brings unique ideas and talents to work -- and we're committed to making sure yours are considered and recognized.

We are looking for someone that will share the Port's commitment to valuing differences among individuals, has a passion for being inclusive and advancing practices, strategies and behaviors that promote inclusion, equity and opportunity for all. If you are team-oriented, enjoy helping others and embrace the value of providing suburb service please read on.

NOTE: The Port of Portland is committed to ensuring the health and safety of our employees and community. As part of this commitment, all Port employees are required to be fully vaccinated against COVID-19 or have an approved medical or religious exception and accommodation as a condition of employment. **Candidates must provide proof of vaccination or have an approved exception and accommodation prior to beginning work at the Port.**

SELECTION PROCESS:

- 1) Application Material/Qualification Review
- 2) Panel Interview
- 3) Background Investigation
- 4) Psychological Exam
- 5) Medical Exam
- 6) Pre-employment Drug Test
- 7) Employment Confirmation

SALARY INFORMATION:

Salary is determined by the Collective Bargaining Agreement and years of continuous service (with no breaks in service) as an emergency telecommunicator. **NOTE:** Lateral-entry pay is determined by the continuous number of previous full-time, complete years of service, up to five (5) years.

Contract Salary Scale FY 21/22

Start: \$30.59
1 year: \$32.32
2 years: \$34.10
3 years: \$35.66
4 years: \$37.52
5 years: \$39.29

NOTE: Premium pay may be available to Dispatchers who possess an Oregon Department of Public Safety and Security Training (DPSST) Intermediate Certification or Advanced Certification and is applicable to their positions.

SUMMARY OF ESSENTIAL RESPONSIBILITIES:

- Provide emergent and non-emergent dispatching and communication services in support of first responders and airport operations communications through a vast array of technological resources.
- Monitor and operate numerous radio talk groups and answer phones, providing information to public and airport employees.
- Monitor and operate multiple computer systems simultaneously, including: computer-aided dispatch (CAD), fire alarms, access/security/duress alarms, and law enforcement data and retrieval systems, and a complex array of other technological tools.
- Monitor security surveillance cameras for perimeter gates, terminal doors, security checkpoints, numerous areas of the airport terminal, garage, and roadways, and take appropriate action as necessary.
- Be a liaison for communication, customer service, and support both external and internal customers.
- Coordinate effective response to support critical infrastructure at Portland International Airport and General Aviation facilities.

MINIMUM REQUIREMENTS/SKILLS AND ABILITIES:

MINIMUM REQUIREMENTS:

- High school diploma or equivalent is required.
- Experience working in a 911 emergency communications center or airport communications center is highly preferred.
- Experience with computer aided dispatch (CAD) system is preferred.
- The successful candidate must be able to meet requirements of the Oregon Department of Public Safety Standards and Training (DPSST) within the probationary period including acquiring and maintaining the following certifications:
 - Law Enforcement Data System (LEDS) Certification
 - Emergency Medical Dispatch and Telecommunicator Certification
 - Must possess and maintain a valid First Aid and CPR card
- Applicant must pass a post-offer comprehensive background check, pre-employment drug test, psychological evaluation, and medical examination.
- Obtain and maintain eligibility for unescorted access to secure areas of the airport is required.
- Comply with Criminal Justice Information System (CJIS) requirements within 30 days of hire is mandatory. This includes successfully completing CJIS Security Awareness Training and successfully passing a fingerprint-based criminal history background check.
- Available to work overtime, holidays, weekends, and flexible shifts outside of usual schedule.

SKILLS AND ABILITIES:

- Proven ability to communicate effectively under stressful situations while maintaining composure and conveying clear concise information.
- Able to build key partnerships with strong interpersonal and customer service skills.
- Skilled at intake/output of data and maintaining accurate typing of at least 45 words per minute.

- Ability to:
 - Demonstrate the Port's commitment of valuing differences among individuals and passion for being inclusive.
 - Work efficiently in a complex environment, with rapidly shifting and conflicting priorities.
 - Effectively solve problems, while applying complex procedures under high-pressure circumstances.
 - Monitor several operational systems, listen, and paraphrase important information in a timely manner.
 - Promote safety as a guiding principle and a regular practice in accomplishing work.
 - Show the utmost respect for others and be a proven team player.

ADDITIONAL INFORMATION:

- Safety: The Port promotes safety as a guiding principle and practice in accomplishing work by complying with safety and health policies and procedures and consistently seeking improvements that support operational excellence.
- Diversity and Inclusion: At the Port, we don't just accept difference; we value and support it to create a culture of inclusiveness and fun. We are proud to be an Equal Opportunity Employer.
- EEO/Affirmative Action Policy Statement: The Port of Portland is dedicated to maintaining and improving a work environment, which extends equal opportunity to all individuals, regardless of their race, color, sex, age, religion, national origin, marital status, veteran status, disability or sexual orientation. Employment decisions shall be made in such a manner as to further the principle of equal employment opportunity and to comply with state, federal and local laws. We affirm through this policy statement our continuing commitment to the principles of nondiscrimination and affirmative action.
- Veterans Preference: Under Oregon law, qualified veterans may be eligible for veterans preference when applying for Port of Portland positions. If you are a veteran and would like to be considered for a veterans preference for this job, please provide the qualifying documents as instructed during the application process.
- Background Checks and Drug Testing: The Port of Portland will conduct background checks and/or drug tests for positions where such tests are required by regulation and for other safety-sensitive positions.
- ADA Accommodation: Accommodations will be considered for applicants or candidates with a qualifying disability that prevents them from participating in this process. Accommodations will be made where the Port can reasonably do so without imposing an undue hardship on the business or compromising the integrity of the recruitment process. An applicant with any disability who believes that they need an accommodation should contact Human Resources at 503.415.6000

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.portofportland.com/Careers>

Position #01493
COMMUNICATIONS DISPATCHER - LATERAL ENTRY
PB

7200 NE Airport Way
Portland, OR 97218
503-415-6000

Communications Dispatcher - Lateral Entry Supplemental Questionnaire

- * 1. Are you currently certified, or eligible to be certified, as a Telecommunicator or Emergency Medical Dispatcher?

Yes No

- * 2. Which of the following best describes your years of experience working as a 911 Dispatcher:

- Less than one (1) year
- More than one (1) year, but less than two (2)
- More than two (2) years, but less than three (3)
- More than three (3) years
- None of the above

* 3. Do you have experience using Computer Aided Dispatch (CAD)?

- Yes No

* Required Question