



OUR HIRING PROCESS

The recruitment process can be rigorous, requiring each applicant to take and pass skills-based tests and undergo an extensive background check.



Qualified candidates can expect the selection process to last as long as 6-8 weeks—beginning with the skills-based exam administered by the SREC, ending with a final offer of employment.

We hire only the best. Applicants must demonstrate high standards in judgment, honesty, and integrity.

Our recruitment process includes:

- ▶ Application through our website
- ▶ Successful completion of Criticalll Testing
- ▶ Typing Test (35 wpm preferred)
- ▶ Panel Interview
- ▶ Completion of a Personal History Packet
- ▶ Pre-Hire Background Interview
- ▶ Conditional Offer of Hire
- ▶ Polygraph Test
- ▶ Psychological Examination
- ▶ In Center Observation
- ▶ Hearing Test
- ▶ Drug Test
- ▶ Extensive Background and Criminal History Check
- ▶ Final Offer Letter

The following integrity standards are established for all positions within SREC. This information will be verified by a polygraph screening test and thorough background investigation.

Disqualifying Circumstances

1. Been fired, quit under duress, or asked to resign from two or more jobs in the last three years.
2. Received written warnings from past employers for absenteeism or tardiness more than three times in the past three years.
3. Used, possessed, or experimented with any illegal drug/narcotic in the last ten years.
4. Manufactured, sold, offered to sell, distributed or transported for sale any illegal drugs/narcotics in the last ten years.
5. Missed more than two days of work due to use of alcohol or illegal drugs/narcotics in the last year.
6. Consumed any alcoholic beverages in violation of company policy or used illegal drugs/narcotics on the job in the last year.
7. Convicted of any felony criminal offense as an adult.

SREC conducts thorough, intense and strict pre-employment background investigations on all applicants to determine suitability for any position. Failure to disclose pertinent information or attempt to conceal requested information will be grounds for disqualification.

Please note: Candidates using marijuana (THC) while actively seeking employment may be disqualified from further consideration.





BENEFITS OVERVIEW

SREC offers a great benefit package for employees and their dependents, as well as participation in the WA State retirement system.



- ▶ Medical and vision—two plan offerings through Kaiser Permanente that provide excellent coverage
- ▶ Two dental plans to choose from—Willamette or Delta Dental
- ▶ Generous paid time off starting at 192 hours per year
- ▶ Nine (9) paid holidays and three (3) floating holidays per year
- ▶ Washington State retirement plan / pension (PERS)
- ▶ Life insurance, long-term disability, and an Employee Assistance Program
- ▶ Additional supplemental life insurance and AFLAC insurance are available to employees
- ▶ Deferred compensation plan (457b) with a \$300 monthly employer match
- ▶ Student loan repayment program
- ▶ Flexible Spending Account (FSA)
- ▶ Discounted YMCA membership
- ▶ Pet Insurance





ABOUT SHIFT WORK



When you work in Public Safety, your shifts will cover 24 hours a day, 7 days a week, 365 days a year. This means weekends, holidays, and all hours of the day and night.

As the FIRST first responders, we have to be ready to answer the call—just as our partners in law enforcement, fire, and emergency medical are prepared in the field. Currently at SREC, most employees work 12 hour shifts once done with training.

Questions to Ask Yourself

When considering a career with SREC, we encourage you to evaluate how shift work will fit into your lifestyle and if it's a commitment you can make. Some questions you should ask yourself:

1. Am I willing and / or able to miss holidays, birthdays, or other family gatherings or events? While you can request time off, requests are granted based on seniority and availability.
2. Does a 12-hour shift fit into the commitments I have outside of work? It can be challenging to juggle life's commitments when you work 12 hours a day.
3. Am I willing and / or able to work graveyard shifts (6pm to 6am) or early morning shifts (6am-6pm), or something in between (8am-8pm or 12pm-12am)? Some employees love working graveyard, and for others it's a difficult shift. Every one is different, but everyone will work all shifts in their career.
4. Am I willing to be flexible and meet the needs of the organization while I am building my seniority? We work in emergency services, so one thing we can guarantee is that situations will arise the demand flexibility and a commitment to getting the job done.

How Shift Schedules Work

Communication Officers at SREC bid their schedule per union contract in 6-month increments. Availability of shifts can change from bid to bid based on staffing levels, call volumes, or other needs of the organization. As a newer employee with less seniority, it's likely you will work weekends and holidays for the first few years.

Benefits of Shift Work

Many employees enjoy the benefits of shift work, such as 4 days off every other week, ability to make overtime pay during holidays, and shift differential pay for graveyards. Another benefit we hear of frequently is the ability to be completely off work once your shift is over. If you go on vacation, you are on vacation. There's no work piling up for you when you get back. The phone will always be ringing and someone will always be here answering the call.

Only you can decide if shift work is right for you. We are happy to answer any questions you may have.





TRAINING ACADEMY OVERVIEW



We only hire the very best candidates at SREC. The job of a Communications Officer is demanding and our training is rigorous. Our goal is for you to succeed. We look for candidates that are hungry, humble, and smart. This will likely be the toughest job you've ever trained for—and it's worth it.

Our Training Academy is small in size, ensuring personalized instruction, one-on-one time with Communication Training Officers (CTO), daily progress checks, frequent conversations with the Training Manager and Supervisor and many other check-ins along the way to ensure you can be truly successful in such a CHALLENGING and REWARDING career!

SAMPLE TRAINING TIMELINE:

7 Weeks of Academy: In Classroom Training

LEARNING THE BASICS OF THE JOB

- ▶ Week 1 – 911 Call Taking Fundamentals
- ▶ Week 2 – Police Report Writing
- ▶ Week 3 and 4 – 911 Call Taking Specifics
- ▶ Week 5 – Emergency Medical Dispatch Certification
- ▶ Week 6 and 7 – Review, Call Taking Practice, Demonstrating Understanding

9 Weeks of Call Taking: On the Floor Training

ONE-ON-ONE CALL TAKING WITH A TRAINER

- ▶ 2 Weeks with substantial amounts of CTO support and assistance – “Crawl Stage”
- ▶ 2 Weeks with moderate amounts of CTO support and assistance – “Walk Stage”
- ▶ 1 Week to ensure progress is occurring, setting trainee up for success
- ▶ 3 Weeks with minimal amounts of CTO assistance – “Run stage”
- ▶ 1 Week to check in on completeness of training, ensure trainee will be successful moving forward

Once formal training is complete, and you are "signed-off", you will begin performing the job of a Communications Officer with ongoing progress evaluated by our Communication Supervisors, ensuring your skills continue to improve.

This job is one that takes time to learn. We often say it takes a year to learn the job, and another year to learn how to do it well!

