PACCOM 911
PACIFIC COUNTY COMMUNICATIONS
POLICE | FIRE | EMS
300 Memorial Drive, P.O. Box 5 South Bend, WA 98586
Phone: 360.875.9397 | Fax 360.875.9401

JOB ANNOUNCEMENT

Office/Department: Pacific County Communications (PACCOM)
Job Title: 911 Dispatcher (Emergency Telecommunications Specialist)
Division: 911
Salary: $4,137-$5,729 Monthly (Fiscal Year 2026 Wage Schedule Grade 115)
Employment Type: Full-time, Regular
Union Status: Teamsters Union Local 252 (Representing Public Safety Telecommunicators)
Close Date: Open until filled

Application

To apply, submit an employment application, cover letter, and resume to: Pacific County Communications (PACCOM), PO Box 5, South Bend, WA 98586 or by email to ecowsert@co.pacific.wa.us

General Statement:

The Pacific County E911 Communications Center serves as a vital hub for emergency services and public safety communications. Our mission is to provide timely and efficient communication services that enhance the safety and well-being of our community. We pride ourselves on our commitment to professionalism, integrity, and exceptional public service. Our team is dedicated to fostering a collaborative and supportive work environment where every employee plays a critical role in our success.

Position Overview:

Join our dedicated team at the Pacific County Communications Office as a Public Safety Telecommunicator. In this vital role, you will simultaneously answer emergency and non-emergency calls, process information from callers, and direct appropriate responses utilizing a computer-aided dispatch (CAD) and multi-channel radio system. You will be responsible for dispatching public safety agencies; including police, fire, and emergency medical services, while monitoring and tracking units in the field. This position also involves data entry and retrieval for law enforcement and operating jail and courthouse security equipment.

Other Duties Include:

- Multi-task effectively by receiving audio traffic on various communication lines and systems.
- Operate multi-frequency radio and CAD systems, access teletype, and monitor security devices.
- Utilize protocols to determine appropriate responses based on geographic knowledge and caller information.
- Maintain accurate logs and interact with callers to assess emergency or non-emergency needs.
- Maintain confidentiality and perform additional duties as assigned.
- Communicate clearly and calmly with callers, providing initial emergency medical instructions as needed

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What We Offer Employees:

- Paid Leave: Full-time Union 252 employees earn between 15.33 - 23.33 hours of vacation and 8 hours of sick leave per month.
- Competitive salary
- A comprehensive benefits package, including health insurance, retirement plans, dental and vision.

Here at PACCOM, we believe that every team member contributes to our success. We value dedication, hard work, and a positive attitude. By joining us, you'll have the opportunity to work alongside experienced professionals who are eager to share their knowledge and support your growth.

Qualifications

- High school diploma or GED required.
- Valid Washington State driver's license.
- Ability to type 40 words per minute, read maps, and lift up to 40 lbs.
- Willingness to work varying shifts, including overtime and holidays.
- Strong communication skills with the ability to interact with diverse populations.
- Must pass a multi-phase testing process, including background investigations
- complete required training within one year of employment.

Licenses and Requirements:

Applicants must be U.S. citizens who can read and write in English.

Candidates must be able to pass a multi-phase testing process, including an extensive background investigation, polygraph, and psychological test.

Application Process:

Interested candidates are encouraged to obtain an application from any one of the following:

Pacific County Employment Opportunities website
www.co.pacific.wa.us/employment/index.htm

PACCOM Website
www.paccom911.com

PACCOM Director
ecowsert@co.pacific.wa.us

Please submit the Pacific County employment application, cover letter, resume and supporting documents to:

Pacific County Communications Center (PACCOM)
PO Box 5
South Bend, WA 98586

Pacific County is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We look forward to welcoming a new member to our team who shares our dedication to public service and community safety.