



**Job Announcement**  
**Public Records Officer & Quality Assurance Specialist**  
**First Review of Applications June 26, 2026**

**Open to internal and external candidates**

**Summary:**

Reporting to the Executive Director, the Public Records & Quality Assurance Specialist performs specialized analysis, administrative and reporting work for the agency's quality assurance program and processes requests for public records, serving primarily as the agency's Public Records Officer. The public records function responds to public records requests and is responsible for maintaining the Agency's records, keeping in compliance with state, federal and regulatory agencies. The quality assurance function is responsible for the administrative and technical work in maintaining, retrieving and reviewing records pertaining to call taking, dispatching functions, and computerized and audio incident reports.

**Minimum Qualifications**

- Maintain confidentiality of complex, confidential, and sensitive records
- Be reliable, dependable and report for work on a consistent and punctual basis
- Learn and remain current on laws and regulations governing the retention and release of public records
- Learn and remain current on call taking & dispatching techniques, practices, protocol & procedures
- Learn and remain current on quality assurance standards
- Learn and proficiently use many different computer systems (i.e., recording equipment, computer aided dispatch system, online record requests software, text message and email retrieval tools etc.)
- Exhibit good decision making, prioritization, and multi-tasking skills
- Adapt to changing situations, priorities, and systems
- Work efficiently and accurately with multiple priorities and frequent interruption
- Demonstrate initiative, integrity, and discretion
- Accept and change behavior based on constructive feedback
- Demonstrated competence in MS Office Suite
- Demonstrated competence in basic math skills
- Excellent English language verbal and written communication skills including spelling, grammar and punctuation



### **Desired Qualifications**

- Two (2) or more years of experience in public safety communications

### **Selection Process**

Those candidates whose experience and qualifications closely fit the requirements of this position will be invited to participate in the selection process. This process will be conducted by using some or all of the following evaluation and selection elements; resume and letter of interest review, structured panel interview, written test, role-play exercise, in person skills assessment, online skills assessment, and final interview. External applicants will need to complete a background investigation and polygraph test.

**Salary Range:** \$80,482 – \$105,003

### **Benefits**

1. Regular work hours where employee may request alternate start and end times, subject to management approval.
2. Position is eligible to work one day from home per week after 90 day probation period.
3. Health Insurance: NORCOM pays 100% of employee premiums and 80% of dependents premiums.
4. PERS Employer Contribution- Public Employees Retirement System- Washington State pension plan, current rate 5.58%
5. MEBT Employer Contribution- Municipal Employees Benefit Trust- Tax deferred comp program (in lieu of social security) with employer match of 6.2%
6. 12 paid holidays
7. Generous PTO accrual starting at 7.38 hours per 2 week pay period.
8. Long-term disability
9. Life insurance

### **Apply**

To be considered, email resume and letter of interest to HR Manager Roky Louie, [rlouie@norcom.org](mailto:rlouie@norcom.org). Applicants who **apply by June 26, 2026**, will receive first consideration in the process.

**NOTE: The Executive Director has final authority in the selection process regardless of the outcome of any evaluation or selection elements.**

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation or veteran status. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

The hiring process will require successful completion of an extensive background and criminal history check, a polygraph test, a drug screen, and finger printing.

**North East King County Regional Public Safety Communications Agency**  
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