**PROCEDURES FOR APPLYING FOR WORTH COUNTY E-911**

1. Read the employee checklist and sign. No application will be accepted without the Employee checklist attached to the application.
2. Complete the application and attach the following:
	1. Employee Checklist
	2. Driver License
3. Do not contact the 911 center. When applications have been reviewed the following procedures will take place:
	1. Criminal and Driver history are ran on each application.
		1. Applicants who have arrests or who do not have a valid driver’s license will not be accepted.
		2. Applicants will be called to have an appointment scheduled for Criticall. Applicants must make an 85% or better and maintain 2500 KPH.
		3. Applicants who pass the criticall test will be scheduled for a 4 hour observation in the center in which you must sign awareness statements and a non-disclosure form.
		4. Applicants will then be called back for a formal interview.

**\*\*\* Please note: This process may take up to (3) months to complete \*\*\***

**WORTH COUNTY E-911**

Telecommunicator 1 – Employee Checklist

Experience has shown that many applicants for the Telecommunicator 1 position consider only certain aspects of the job while ignoring less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the job before training is completed or within a few months of qualification.

While there are many satisfying, rewarding aspects of the Telecommunicator 1 position and there is no question that Telecommunicators make significant contributions to the welfare and safety of their fellow citizens, it is important for all applicants to carefully consider **BOTH** the negative and positive of a new career **BEFORE** considering the position.

The job factors listed below are features of the telecommunicator 1 position about which many applicants are unaware. If you are concerned about any of these items, you may discuss your concerns with the Director of Operations.

This questionnaire should be taken home, considered carefully and if pertinent discussed with your family or whoever else you feel is important. Should you be successful in passing all the phases in the testing process and are offered a position, you will be given a new form and asked to sign each line. The form will then become part of your permanent personnel folder.

|  |  |  |
| --- | --- | --- |
| No. | Comment | Initial |
| 1 | You must have regular and predictable attendance. |  |
| 2 | You must arrive for work in time to attend line-up, be at your console, with all materials, plugged in and ready to answering calls @ the start of your shift. |  |
| 3 | Required to work different shifts in a 24/7 work environment. |  |
| 4 | You will have no choice about which shift you are assigned to work. |  |
| 5 | You will have no choice about which days you work. |  |
| 6 | You will be required to work all shifts, including during the training period. |  |
| 7 | Required to work weekends on a regular basis. |  |
| 8 | Work any and all Federal, State, and religious holidays on the recognized or actual date. |  |
| 9 | Work on personal important or special days (i.e. birthdays, anniversaries, sporting events, etc.). |  |
| 10 | Obtain childcare for all types of shifts on a regular basis. |  |
| 11 | As necessary, obtain childcare for weekends and holidays on a regular basis |  |
| 12 | As necessary, obtain childcare on short notice events on a frequent basis |  |
| 13 | Work voluntary overtime, before or after a shift, sometimes with little to no notice. |  |
| 14 | May be required to work mandatory overtime, before or after a shift, sometimes with little to no notice. |  |
| 15 | You must have reliable transportation that functions in the 24 hour environment. |  |
| 16 | You must be willing to respond back to work with little to no notice. |  |
| 17 | You must be willing to conform to the prescribed uniform. |  |
| 18 | Telecommunicators must be at their workstation for extended durations of time. No established breaks are provide. Leaving the building is often restricted or prohibited.  |  |
| 19 | Telecommunicators must be able to work within an organization structured on the military model. Specifically; must be willing to:* Work through a highly structured “chain of command”
* Have all phone and radio activities recorded
* Work in accordance with a disciplinary policy
* Work in a restricted access area
 |  |
| 20 | Work at a radio console and computer terminals for an entire shift. |  |
| 21 | Work at a console with multiple computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between the computers, telephone and radios while being able to type accurately/ |  |
| 22 | Operate workstations confined in a room with low lighting. |  |
| 23 | Work in a high stress environment. |  |
| 24 | You must be willing to get along with your co-workers. |  |
| 25 | Receive criticism from co-workers, field units and/or civilians. |  |
| 26 | During training, be regularly reminded of errors and mistakes. |  |
| 27 | During training, receive a daily rating of your job performance including criticism. |  |
| 28 | Multi-jurisdictional training is required. |  |
| 29 | Ability to record the information the caller is giving you into the computer in real time. |  |
| 30 | Work at a rapid pace over which you have little to no control. |  |
| 31 | Maintain intense concentration and attention for extended periods of time. |  |
| 32 | Smoking is prohibited in the building. |  |

Failure to comply or withstand any or all of the above defined work environment issues, may result in disciplinary action being taken against you.

TYPES OF CALLS

|  |  |  |
| --- | --- | --- |
| No. | Comments | Initial |
| 1 | Answer telephone calls where someone screams at you. |  |
| 2 | Answer telephone calls where the caller directs obscene language at you. |  |
| 3 | Answer and respond to telephone calls where the caller is hysterical, intoxicated, irrational, or confused. |  |
| 4 | Answer and respond to telephone calls in which the caller is difficult to understand. |  |
| 5 | Answer telephone calls from suicidal subjects. |  |
| 6 | Answer, handle and /or transfer calls where a violent crime is in progress. |  |
| 7 | Answer and respond to police, fire, and EMS calls quickly and accurately. |  |
| 8 | Make quick decisions on which one or more person’s safety is at stake. |  |
| 9 | Prioritize calls to be dispatched, deciding which is most serious. |  |

With my signature below, I state that I have read, considered and understand each item.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_