

# Dyersburg 911 Communications Center

*Application Handbook*



***" An Equal Opportunity Employer"***

***We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status***

## Employment Application Procedures

### HOW DO I APPLY

You can complete the application on line, or print it out and mail it, or email the application. If you have any questions, please call 731.285.4019, and ask to speak to someone regarding the employment process.

#### Mailing Address:

Dyersburg 911 Communications Center  
425 W Court  
Dyersburg, Tn 38024

E-mail address: 911jobs@dyersburgtn.gov

#### To return application in person:

Dyersburg Human Resource Department  
City Hall - 425 West Court  
Dyersburg, TN

### MINIMUM REQUIREMENTS YOU MUST MEET IN ORDER FOR YOUR APPLICATION TO BE ACCEPTED

- \* Have a high school diploma or G.E.D. equivalent
- \* Not have been convicted of or pleaded guilty to or entered a plea of nolo-contendere to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor or controlled substances
- \* Must be 18 years of age and a citizen of the United States
- \* Meet the minimum standards on all test and evaluations
- \* Not have been discharged from Military Service with less than an Honorable or Medical Discharge

### WHAT YOU NEED TO KNOW ABOUT THIS JOB

*You must have regular and predictable attendance.*

*You must arrive for work no later than the prescribed time.*

*Required to work different shifts in a 24X7 environment.*

*You will have no choice about what shift you are required to work. Generally, the new person is assigned to an open shift.*

*You will have no choice about which days you work, although we do attempt to meet everyone's needs.*

*You will be required to work all three shifts during the training period.*

*Required to work weekends on a rotating basis.*

*Work any or all Federal, State and religious holidays on the recognized or actual dates, as scheduled.*

*Work on personally important or special days (i.e. birthdays, anniversaries, sporting events, etc,) as scheduled.*

*Be prepared to obtain childcare or special needs care on a regular basis, as needed, and on weekends.*

*As necessary, obtain childcare or special needs care on short notice events on a frequent basis.*

*Work voluntary overtime or involuntary overtime, before or after a shift, on a day off, sometimes with little or no notice.*

*You must have reliable transportation that functions in the 24 hr environment.*

## **THE SELECTION PROCESS**

### Step 1: Application Acceptance

Your application shall be reviewed for completeness. Applications which are incomplete or who do not meet entrance requirements shall be rejected. You will be contacted if your application has been rejected. Accepted applications will be scheduled for a test.

### Step 2: Testing

The applicant will challenge a computer test which evaluates the skill sets required for the job.

*Prior to taking the evaluation the applicant should be able to keyboard at least 2982 keystrokes per hour and should have basic user knowledge on how to operate a personal computer that has a Windows operating system*

*Testing Period: the time from the closure of an active register, to the date of a new register. Applicants during this phase are placed into a pending file.*

*Retakes: testers are allowed to retake a failed exam up to two times. The retakes must be completed before the deadline date for establishment of a new register.*

*The active register is established from the top ten scores on the test, during a testing period. If you do not make the register, then your application is removed and destroyed. Notification will be provided.*

Prior Employees of Dyersburg 911 who have acceptable test results on file and who meet the entrance requirements may be employed directly, if so desired.

### Step 3: Oral Interview

The top ten highest overall scores will be scheduled for an oral interview. Each session will have the same questions for each applicant, who will be given a final score, based on the scores of each rater added together.

After completion of the oral interview applicants will be evaluated to determine the best candidate for employment, regardless of ranking. The agency reviews how well the applicant performs on the oral interview and the individual test scores. Applicants selected for employment shall proceed to Step 4.

### Step 4: Conditional Offer

After a conditional offer of employment has been extended, the applicant must complete the following prior to being employed:

- \* Pass a chemical substance abuse screen
- \* Complete a psychological evaluation
- \* Complete a comprehensive medical
- \* Complete a detailed background investigation

Applicants who test positive for chemical/substances (without a legal prescription) will not be considered for employment.

The medical and or psychological evaluation must reflect the ability to perform the essential functions of the job, with or without reasonable accommodation.

The applicant does reserve the right to seek a second opinion for any medical/psychological test/evaluation, at his or her expense. The Human Resource Director will review the second opinion and make a determination as to eligibility for employment.

The Dyersburg 911 Communications Center reserves the right to remove any person from employment consideration if at any time during screening process any information is received or uncovered that indicates the candidate misleads or provided false information in their application, or is an undesirable employee.

Persons selected for employment will be placed on probation for 6 months. The employee must successfully complete all minimum training standards and evaluations in order to complete probation.

### **APPEAL PROCESS**

Applicants have limited appeal rights, since employment is not guaranteed. The applicant has a right to appeal to the Human Resource Director if one of more of the following conditions is present:

- \* Adverse decisions concerning eligibility
- \* Review of written results of scored elements of the selection process or any information contained in the application
- \* Belief that a discriminatory practice or action was exercised against applicant

The applicant must inform the HR Director of a request for an appeal within 7 calendar days of applicant notification as to test results or eligibility requirements. The request must be reduced to writing.

The applicant must give written notice to the Human Resource Director containing the following facts:

- \* Basis or facts of allegation
- \* Listing of any evidence or proofs to support allegation
- \* Dates, names of persons or any other information that may be used

The HR Director will give written response within 15 calendar days of receipt of the appeal, regarding his or her findings to both the Department Head and the complainant.

If the complainant is not satisfied with the disposition, then the complainant may file a complaint with the State EEOC.

### **CLOSING A REGISTER**

The Register will be closed when the Department Head determines there are no longer any desirable candidates for consideration on the Register. Applications from a closed register are destroyed at the time the register is closed. Applicants are not notified when this occurs.

### **EQUAL EMPLOYMENT OPPORTUNITY**

It is the City's policy not to discriminate against anyone employed by the City or any applicant for employment based on that person's race, creed, color, sex, religion, age (over 40), national origin, veteran status, physical or mental disabilities, or any other prohibited basis under federal or state law.

It is our goal to provide everyone who works for the City, or who applies for work here, with an equal opportunity to succeed based on his/her merit, qualifications, quality of work, performance, safety record and attendance. This policy shall apply to every aspect of employment.

**PAY AND BENEFITS**

Entry Recruit Dispatch Full Time: \$14.39/hour  
Top (10 steps): \$18.32/hour  
Paid Overtime and Holiday Pay  
Vacation Days  
Paid Sick Days  
Uniforms and Equipment Provided  
Military Leave for National Guard Annual Training.  
Pension Plan  
Employee Medical-Health Insurance: low cost medical and dental  
Life, Dental, Health, Eye Insurance  
Credit Union  
Employee Assistance Program  
Chaplain Services

