



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

The Human Resource Office for the City of Dyersburg maintains applications for employment. Applications are available year round to any interested applicant.

The application package consists of the application and this handbook, which describes the minimum employment standards, evaluation process and benefit description.

The application process is described in detail in the following pages.

HOW DO I APPLY

You can complete the enclosed application return it via mail, in person, or e-mail. If you have any questions, please feel free to call 731.285.4019 and ask to speak with the Director of 911 Communications.

Mailing Address:

Dyersburg 911 Communications Center
425 W Court
Dyersburg, Tn 38024

E-mail address: ccavness@dyersburgtn.gov

To return application in person:

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

WHAT IF I AM A PREVIOUS FULL TIME EMPLOYEE OF THE DYERSBURG 911 CENTER?

Accepted applications who meet the entrance and testing requirements, and who the City of Dyersburg desires to re-employ, will proceed to the final screening phase.

ENTRY LEVEL REQUIREMENTS

The following entry-level requirements must be met before an application is 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.

1Be prepared to obtain childcare or special needs care between 0700-1500 (days), 1500-2300 (seconds); and /or 2300-0700(thirds) 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 certain 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.

If you pass the test, then your application will remain on file until an active register is established. 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. You will not be notified if you do not make the register. You may however call and inquire as to your status.

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 the "Final Screening" phase.

Step 4: FINAL SCREENING

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, including but not limited to verification of information in the application and criminal history

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

The following is taken from the City of Dyersburg Employee Handbook;

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: \$14.11/hour
Top (10 steps): 17.97/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