



## ***Dyersburg 911 Communications Center***

***Dispatch 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***

## **City of Dyersburg 911 Communications Center Employment Application Procedures**

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

The application package consists of the application, 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](mailto:ccavness@dyersburgtn.gov)

To return application in person:  
Dyersburg Human Resource Department  
City Hall - 425 West Court  
Dyersburg, TN

### **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 a Honorable or Medical Discharge

### **SELECTION PROCESS**

When a vacancy occurs, the top ten applicants (determined by test scores) shall be selected for an oral interview. A final ranking of the applicants is based on the oral interview results and test results. See Test Standards and Point Ranking System section for additional information.

NOTICE: The Department Head reserves the right to employ any person, regardless of ranking.

### **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.

**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.*

### **AFTER I SUBMIT MY APPLICATION, WHATS NEXT?**

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 in writing advising if your application has been rejected.

Accepted applications will be scheduled for a capability test. If you pass the test, then your application will remain on file for two years. After two years, the application will be moved to "in-active". You will not be notified of the status change. There is no limit on the number of times an applicant may apply.

Once a vacancy occurs, all active applications will be reviewed. The top 10 scores on the capability test will be scheduled for an oral interview.

After completion of the oral interview, applicants will be ranked. See section "Test Standards and Point Ranking System" for more information.

Applicants selected for employment shall proceed to the "Final Screening" phase.

### **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.

### **TEST STANDARDS AND POINT RANKING SYSTEM**

#### Capability Test Standards

The minimum passing score for non-data entry is 65%. The minimum passing score for data entry (typing) is 3300 kph (kph=keystrokes per hour). Applicants may retest in the event the over-all score does not meet the minimum standard. All retest (limited to two retakes within a calendar year) will only be for those modules that did not meet the minimum standard.

*Criticall* Applicant Testing software is used. The applicant will take a computer-based test in a simulated dispatch environment. The applicant will attempt the following modules:

- Call Summarization
- Cross Referencing
- Data Entry
- Decision Making
- Map Reading
- Memory Recall
- Prioritization
- Keyboard (typing)
- Reading, Spelling and Sentence Clarity
- Math

*Prior to taking this evaluation, the applicant should be able to keyboard at least 3300 keystrokes per hour, and should have basic user knowledge on how to operate a personal computer that has a Windows operating system*

#### 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, then divided by the number of raters. There will be ten questions on the interview form, with each question worth up to 10 points each.

#### Weighted Points (used for final ranking)

All points shall be weighed, using the following formula:

- \* Capability Test accounts for 35% of total weighed score
- \* Oral Interview shall account for 65% of total weighed score
- \* Both weighed scores are added together for a total score.

**Pay Benefits**

*CURRENT BASE DISPATCHER PAY SCHEDULE*

Entry Recruit Dispatch:                 \$27,976 annual (or \$13.45/hour)  
Top (10 steps):                             \$35,401 annual (or \$17.02/hour)

Overtime and Holiday Pay

*OTHER BENEFITS*

Paid 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 plan for individual or family; AFLAC supplemental is available or accident, vision, cancer, disability, etc.

Credit Union

Gym with Weight Room

Employee Assistance Program

Chaplain Services

# CITY OF DYERSBURG, TENNESSEE

## JOB DESCRIPTION

**Job Title:** Telecommunicator

**Department:** Public Safety Communications

**Date:** Jan 2010

**Reports To:** Supervisor - PSCC

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### **Purpose of Job**

The purpose of this job is to perform duties as communications terminal operator monitoring calls for, and soliciting assistance from, City Fire/EMS and Police departments. Responsibilities include providing officers in the field with coded criminal and other vital information via two-way radio.

### **Essential Duties and Responsibilities**

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Monitor and answer incoming radio calls; dispatches field personnel to the scene or refers calls to appropriate agency or utility.

Utilizes call guides to interrogate/query callers to obtain the appropriate incident information; utilizes call guides to determine equipment to assign to calls; utilizes call guides to provide pre-arrival instructions; utilizes call guides to perform patient assessment and provide medical pre-arrival instructions.

Maintains accurate location of Police Officers and Fire Fighting Apparatus.

Directs and informs appropriate responders of criminal activities, stolen vehicles, fires, emergency medical requests, emergency situations, etc.

Answers emergency and non emergency telephone calls; prioritizes calls according to established criteria.

Utilizes maps to provide accurate locations of incidents and be able to direct field personnel to emergency scenes.

Is capable of keyboarding all calls/complaints into the CAD system, as it is being reported, without unreasonable delay.

Prepares monthly reports.

Assists and interacts with other police/fire/EMS/rescue agencies in the area to coordinate efforts as required.

Maintains complete logs of all police/fire/rescue dispatched activities.

Notifies City Gas, Water and Street Departments after hours and on weekends.

Processes 311 customer service request.

Maintains composure during high stress events or situations.

Is not quick to lose temper or become frustrated.

Is able to multi-task with little difficulty, such as handle radio and phone at the same time, etc..

## Additional Job Functions

May be required to work a variety of shifts on a temporary or permanent basis.

Subject to call out 24 hours a day.

Performs other duties as required.

## Minimum Training and Experience Required to Perform Essential Job Functions

High School diploma (or GED); or any equivalent combination of education, specialized training, and experience which provides the necessary knowledge, skills, and abilities for this position. Must be certified in all computer procedures of NCIC and NLETS. Must complete a Basic CTO Course and meet all state requirements for employment and certification.

### (ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of emergency communications equipment and automated office machines, which includes computer, printer, facsimile machine, copier, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds frequently. Physical demand requirements are at levels of those for sedentary work. Must be able to lift and/or carry weights of ten to twenty pounds. Must have a vision ability where when eye site is corrected can read a normal computer monitor or newspaper size print.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange information emergency information. Includes giving assignments and /or directions to co-workers.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to police communications. Requires the ability to write with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand relatively complex principles and techniques related to police communications; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation.

**VERBAL APTITUDE:** Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide figures; determine percentages; determine time.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with office equipment, and recording devices.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment, and emergency communications equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items including office equipment, communications equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have above average levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** May require the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people beyond giving and receiving instructions. The worker needs to relate to people in situations involving more than giving or receiving instructions. Must be adaptable to perform under stressful conditions when confronted with an emergency.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

### **KNOWLEDGE OF JOB**

Has thorough knowledge of the policies, procedures, and methods of the Police and Fire/EMS Departments. Has thorough knowledge of the state and local laws, regulations and ordinances as they pertain to the specific responsibilities of the position. Is able to maintain control in various situations where danger is present. Is able to develop and maintain effective communications and relationships with all departments and agencies involved in the activities of the job. Knows how to operate various equipment as required in the completion of daily activities. Has the ability to perform duties necessary to promote the safety and welfare of the general public. Is able to react quickly and calmly in dangerous and emergency situations. Has thorough knowledge of the layout of city roads and of the locations and can direct field personnel to emergency scenes. Is able to use independent judgment and discretion as necessary in the performance of routine and non-routine activities. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Is able to use independent judgment in a wide array of circumstances from routine tasks to extremely critical situations. Has the ability to work in stressful, high risk conditions. Has the ability to take accurate information when dealing with people who are upset, afraid, etc. Is able to transmit accurate information.



The City of Dyersburg, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date