



## *Dyersburg Public Safety Communications Center*

*Dispatch Application Package*

*" 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 Public Safety Communications Center Employment Application Procedures**

---

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 731.288.3588 and ask to speak with the Director of Public Safety Communications.

Mailing Address:

Dyersburg 911 Public Safety 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:

1. Have a high school diploma or G.E.D. equivalent.
2. 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.
3. Must be 18 years of age and a citizen of the United States.
4. Meet the minimum standards on all test and evaluations.
5. 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, test results, and awarded points. See Test Standards and Point Ranking System section, on page 5 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:

1. Pass a chemical substance abuse screen.
2. Complete a psychological evaluation.
3. Complete a comprehensive medical.
4. Complete a detailed background investigation, including but not limited to verification of information in the application and criminal history.

\*note - part time employees who are full time employees of the Dyersburg Fire or Police Departments are not required to take the psychological or medical evaluation.

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 Public Safety 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 are present:

- (1) Adverse decisions concerning eligibility
- (2) Review of written results of scored elements of the selection process or any information contained in the application
- (3) 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?**

1. 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 accepted or rejected.
2. Accepted applications will be scheduled for a written 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.
3. Once a vacancy occurs, all active applications will be reviewed. The top 10 scores on the written test will be scheduled for an oral interview.
4. After completion of the oral interview, applicants will be awarded points based on: written test score, oral interview score; awarded points. See section Test Standards and Point Ranking System" for more information.
5. The top ten selected applicants will be ranked based on total weighted score. The Department Head reserves the right to employ any person, regardless of their ranking.
6. Applicants selected for employment shall proceed to the "Final Screening" phase.

## **WHAT IF I AM A PREVIOUS FULL TIME or PART TIME EMPLOYEE OF THE DYERSBURG 911 CENTER?**

1. 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

### 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

*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.

### Awarded Points

Each applicant shall be awarded points for prior military service and or completion of 60 college semester hours.

Awarded Points:	Prior Military:	5 pts
	Completed 60 Semester Hours	5 pts

### Weighted Points (used for final ranking)

All points shall be weighed, using the following formula:

Written Test + awarded points shall account for 45% of total weighed score

Oral Interview shall account for 55% of total weighed score

Both weighed scores are added together for a total score.

Example:

80 (test score) + 5 (prior military) +5 (60 semester hours) = 90 total points x .45 = 40.5 weighed score  
90 (oral interview score) x .55 = 49.5

Total weighed score: 40.5 + 49.5 = 90

## **PAY AND BENEFITS**

### JULY 2008 - JUNE 2009 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 for accident, vision, cancer, disability, etc.

Credit Union

Gym with Weight Room

Employee Assistance Program

Chaplain Services



**City of Dyersburg**  
**Public Safety Communications**  
 Employment Application

To Facilitate Applicant Process Time, Please Note That this application is brief and simple. Limited background questions are solicited. If selected for potential employment, then you will be required to complete a detailed background inquiry which will require much greater detail, as well as a criminal history background.

**APPLICANT DATA**

Applicant Name:			SSN:		
Address:			Primary Phone Number		
City:	State:	Zip Code	Secondary Phone Number		
Drivers License #:		State -	Are You At Least 18 Years Old		Yes No

**PERSONAL HISTORY**

Have You Ever Been Arrested (if yes, please attach a written explanation)		Yes No	Do You have a High School Diploma Or GED		Yes No
Have You Completed 60 or More College Semester Hours		Yes No	If Yes Please Provide Total Number of Hours		
Have You Ever Served in the Active or Reserve Armed Forces of the United States		Yes No	Type of Discharge	Honorable	Other -
Have You Ever Worked Before As A Dispatcher	Yes No	Are You A US Citizen	Yes No	Position Applying For	Full Time Part Time

**APPLICANT STATEMENT**

I hereby certify that all of the information provided in this application is true and complete to the best of my knowledge. I also am aware that any false or misleading information provided or submitted at any time is grounds for my application to be removed and or grounds for my dismissal at a later date if employed.

I also am aware that when a conditional offer of employment is extended, that I will be required to submit to a detailed background investigation, including a close inspection of prior employment and work history, medical records, educational records, family and interviews with listed and developed references. I also am aware that a criminal history will be performed, that will include submission of my fingerprints to the FBI/TBI, as well as law enforcement record inquiries.

I also have read the application appendix, which provides information on the application process, job description and minimum entrance standards.

\_\_\_\_\_ applicant signature

\_\_\_\_\_ date

**ADMINISTRATIVE USE**

Written Test		Awarded Points		Total Score		Weighted Score	
Oral Interview		Weighted Score		Total Score			

**RETURN PAGE 7 ONLY**