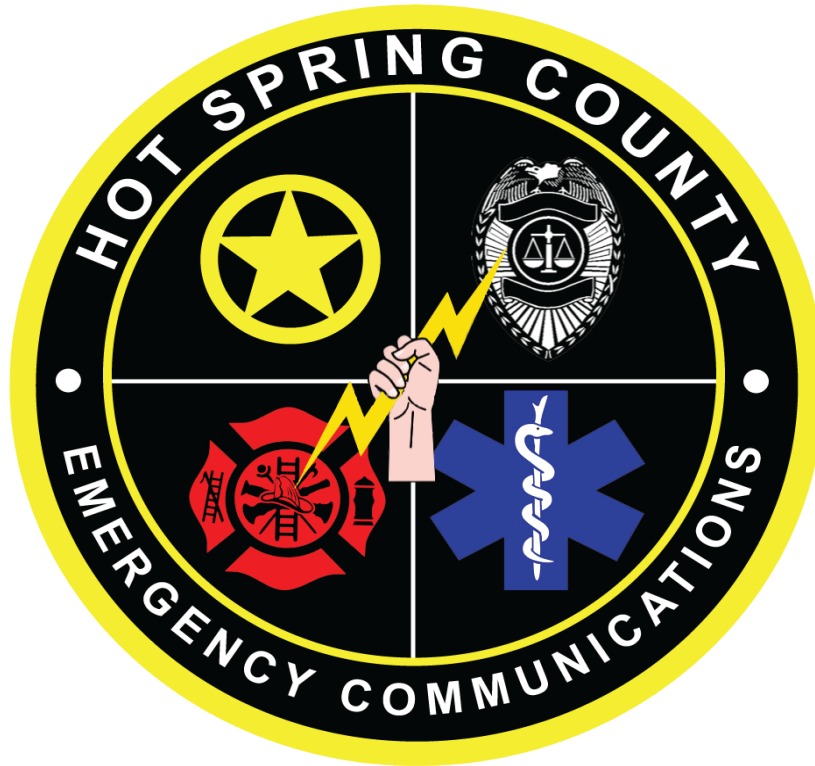
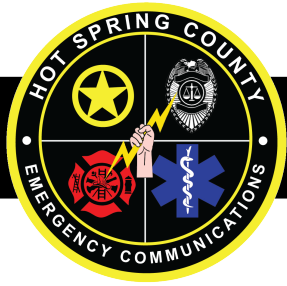


HOT SPRING COUNTY 911 EMERGENCY COMMUNICATIONS



TELECOMMUNICATOR EMPLOYMENT APPLICATION PACKET

215 East Highland Avenue Malvern, Arkansas 72104
Phone: (501) 332-4911 Fax: (501) 332-3140



HOT SPRING COUNTY 911

FR: Gina Shearin , Director
TO: Applicant
RE: Application Instructions

BACKGROUND:

Hot Spring County 911 is a separate department within County government and operates under the Hot Spring County Judge as its Chief Executive. HSC911 is staffed by a Director, part-time Administrative Assistant, 9 full-time dispatchers, and 3-5 part-time dispatchers.

HSC911 is the sole Public Safety Answering Point (PSAP) and answers all 911 calls originating from within the borders Hot Spring County, regardless of political boundary. We operate what is known as a “consolidated dispatch center”. As such, it is the central and only point of emergency communications for all public safety agencies in Hot Spring County.

Please read the following instructions before completing this application.

1. Provide complete mailing address information and phone numbers in the “References” and “Previous Employment” sections. If you do not want us to contact a current or former employer, please indicate this with an explanation on an attached letter. We will honor that request. When providing references, it is advisable to let them know they may be receiving a form to complete and/or a phone call from Hot Spring County 911.
2. Please attach a personal resume.
3. Return the application packet to the administrative office of Hot Spring County 911 at the Public Safety Annex, [215 East Highland Avenue](#) in Malvern, AR. This must be done during normal business hours (Mon – Fri, 8am – 4pm).
4. For Telecommunicator positions, a pre-employment skills assessment test may be scheduled after your application has been received and processed.

If you have any questions, please call (501) 332-4911 x2301.

Reports to:	Dispatch Supervisor / 911 Director
Wage:	\$12.00 to \$15.81

GENERAL

Serves as a professional Telecommunicator for Hot Spring County. Works directly with the public, law enforcement, fire departments, ambulance service, and numerous other public safety agencies providing a communications link for both emergency and non-emergency responses to incidents.

SUPERVISION RECEIVED/EXERCISED

Works under the direct supervision of a senior telecommunicator, 911 Supervisor, and/or 911 Director. Trainees must successfully complete a mandatory training period, as part of a six month probation period. Trained telecommunicators supervise those with less seniority.

ESSENTIAL JOB FUNCTIONS

- Answers incoming emergency and non-emergency phone calls, interviewing callers to obtain all necessary information, assigning priority, and transmitting calls when necessary.
- Dispatches appropriate law enforcement, fire, medical, and other services in a timely manner by assigning a priority to dispatch calls to provide adequate coverage for service area, maintaining contact with all units on assignment and monitoring status of responding units.
- Enters and maintains incident data in Computer Aided Dispatch system to ensure documentation of incident and maintains a variety of automated and manual logs, records, and files relating to call-taking and dispatching activities.
- Operates a computer terminal, requesting and reacting to data on a crime information center computer network. Obtains criminal histories, driver histories, enters vehicles, etc. and maintains strict confidentiality on all information relating to same.
- Maintains a current knowledge and understanding of all departmental policies and procedures, ensuring consistency in responding to situations.
- Performs related duties as assigned.
- Participates in ongoing projects within the dispatch center.

REQUIRED ABILITIES

COMMUNICATIONS: Able to listen to, read and/or understand directives, correspondence and memoranda; able to write and speak in a clear, accurate and positive manner; able to gather pertinent information quickly and accurately; able to communicate received information

professionally and precisely to the proper personnel; able to display accuracy and react courteously in communication with other employees, user agencies and the public; able to communicate effectively all aspects of the job requirements to new dispatchers; i.e. effective training skills.

DECISION MAKING: Acts in a decisive manner, using good judgment; able to assess problems and situations in a timely manner; able to anticipate needs and evaluate alternatives; able to deal with emergency and stressful situations while avoiding overreaction; demonstrates knowledge of and utilization of appropriate resources and the willingness to initiate the use of available references with expediency.

INTERPERSONAL RELATIONSHIPS: Demonstrates consistency dealing with people, and shows personal integrity and sensitivity to other's problems without direct involvement; excludes personal biases from work performance; able to accept discipline and constructive criticisms while promoting a cooperative, positive attitude and a team atmosphere.

PROFESSIONAL ATTITUDE: Displays emotional stability, self motivation, loyalty and commitment to the department and Hot Spring County; willing to take initiative and act in a dependable and mature manner in relationships with others; represents the department to other agencies and citizens with a courteous, helpful, accurate and professional attitude in all radio, telephone, teletype and personal contacts.

STRESS MANAGEMENT: Consistently works well under pressure and manages stressful situations without compromising job performance or mental and physical well-being; able to detect and correct errors, and perform tasks simultaneously when necessary; able to coordinate a heavy work load to maintain organization; able to utilize work time properly.

WORK SCHEDULE: Able to work holidays, weekends and rotating shifts; able to work eight, ten or twelve hour shifts as required; must be prepared to stay four hours after certain shifts if necessary to cover sick time for other shifts; must be prepared to have schedule changed as necessary; able to report for shifts on time without exception. May be recalled in times of disaster or urgent need.

WORK ENVIRONMENT: Eight hour shifts that require mostly sitting. Lighting and temperature agreed upon per shift and as a team. Breaks are sometimes delayed or foregone depending on the shift workload.

OTHER REQUIREMENTS

- Able to pass a pre-employment drug screen.
- Able to pass a dispatch performance examination according to established standards.
- Able to pass a criminal background investigation.
- Must be 18 years of age or older at time of employment.
- High school graduate or equivalent.



Hot Spring County 911

Employment Application

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City _____ State _____ ZIP Code _____

Phone: () _____ E-mail Address: _____

Date Available: _____ Social Security No.: _____

Position Applied for: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a crime? YES NO Are you at least 18 years old? YES NO

If yes, explain: _____

Can You Type YES NO Words per minute? _____

Names of friends or relatives employed here: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

References

Please list three references. Do not list relatives or previous employers.

Full Name: _____ Relationship: _____

Company: _____ Phone: () _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: () _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: () _____

Address: _____

Previous Employment

Company: _____ Phone: () _____

Address: _____ Supervisor: _____

Job Title: _____ Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

Company: _____ Phone: () _____

Address: _____ Supervisor: _____

Job Title: _____ Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

Company: _____ Phone: () _____

Address: _____ Supervisor: _____

Job Title: _____ Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____

Disclaimer and Signature

I certify that the information given by me in the application is true in all respects, and I agree that if the information given is found to be false in any way, it shall be considered sufficient cause for denial of employment or discharge. I authorized the use of any information in the application to verify my statements, and I authorize the past employers, all references, and any other persons to answer all questions asked concerning my ability, character, reputation, and previous employment record. I release all such persons from any liability or damages because of having furnished such information.

I understand that nothing contained in this employment application or in the granting of an interview is intended to create an employment contract between Hot Spring County 911 and myself for either employment or for the providing of any benefit. No promises regarding employment have been made to me, and I understand that no such promise or guarantee is binding upon Hot Spring County 911 unless made in writing. If an employment relationship is established, I understand that I have the right to terminate my employment at any time and that Hot Spring County retains the same right.

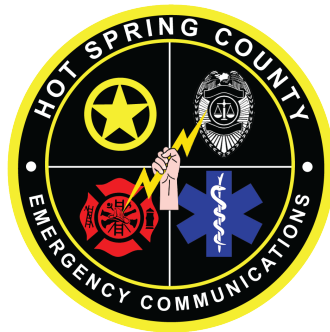
I understand that prior to being offered employment with Hot Spring County 911 I may be requested take an employment examination. In the event I have a disability which will affect my ability to take the test, I will also inform Hot Spring County prior to the administration of the test so that a reasonable accommodation can be made. Requested accommodations may include accessible testing sites, modified testing conditions, and accessible testing formats. Hot Spring County 911 reserves the right to require medical documentation concerning the need for the accommodation.

I understand that if employed, policies and rules which are issued by Hot Spring County 911 are not conditions of employment and that the employer may revise policies or procedures, in whole or in part, at any time.

I understand that this application will be kept on the active file for 30 days from the date completed, after which time I would have to reapply in accordance with established Hot Spring County procedures.

Signature of Applicant

Date



CRIMINAL BACKGROUND CHECK AUTHORIZATION

Name: _____
(Last) (First) (Middle) (Maiden)

Date of Birth: _____ Gender: _____
(Month/day/year) (Male/Female)

Driver's License / ID Number: _____

Other States in which I have resided: _____

I understand that the position for which I am applying has access to or is in close proximity of sensitive and confidential information and the use of that information is governed by State and Federal law. I further understand that my employment is conditional upon my ability to obtain a security clearance in accordance with Arkansas Crime Information Center System Regulations.

I hereby authorize a background check to be conducted by Hot Spring County 911 through the ACIC/NCIC system and acknowledge that the results of this background check may determine my eligibility for employment by Hot Spring County 911. I also certify that the answers provided on this form are true and complete to the best of my knowledge.