

MONTGOMERY COUNTY 911 DISPATCH

225 Oak Grove Drive
Mount Sterling, KY 40353
Phone: (859)498-8720
Fax: (859)498-8752



Applicant: _____ Date: _____

All sections of this application and any information, i.e. Resume, you may wish to attach for consideration must be returned to Montgomery County 911 Dispatch no later than _____ or your application will not be processed for consideration.

Official Use Only

Date Received: _____ By: _____

Montgomery County 911 Dispatch

225 Oak Grove Drive
Mt. Sterling, KY 40353
Phone (859) 498-8720 Fax (859) 498-8752

Applicant Name

Date

PLEASE READ CAREFULLY

The Montgomery County 911 Dispatch Telecommunicator's main objective and duties are to receive requests for help and/or assistance, no matter how slight or major the request is, and to determine which agency or agencies shall be directed to the scene. It must be realized that any and all of the requests received have the possibility of being life threatening. The Telecommunicator must:

- Have the ability to express thoughts concisely and meaningfully with an effective speaking voice, good diction, good telephone technique, and in writing when necessary.
- Have the ability to deal tactfully, courteously and skillfully with the human relation aspect and with other problems, which may arise involving the Agency personnel, and other emergency service agencies, as well as the general public.
- Have the ability to think and act quickly and effectively in emergency situations, and when necessary, handle several communications simultaneously, yet function with accuracy, speed, and emotional self-control.
- Have the ability to work in close quarters, with infrequent breaks and sometimes long and strenuous hours.

The position for which you are about to apply will expose you to information that must, by requirement of law, be kept strictly confidential. For this reason, for you to be considered for the position, you must be willing to submit to rigid testing, through interviews and a complete background investigation.

Attached to this application is a Privacy Act Statement. You are required to read and sign the statement to insure further consideration of your application.

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The Montgomery County 911 Board and the management of the Montgomery County 911 Dispatch understand that the position of Telecommunicator requires great sacrifice of the person assigned to the position. It is the understanding, which results in their joint effort to make working conditions within the Agency as pleasant as possible while still achieving the goals of the Montgomery County 911 Dispatch.

The work of a Telecommunicator is considered extremely stressful. The nature of the work, in combination with working conditions has the potential to be disruptive to the home environment. Applicants must understand and be willing and able to work under the following conditions:

- Must be willing to work a schedule, which has been deemed advantageous to the Montgomery County 911 Dispatch, to include a rotating shift schedule.
- Must be willing to rotate days off if deemed advantageous to the Montgomery County 911 Dispatch.
- Must be willing to work overtime, on short notice, and on regularly scheduled days off as deemed advantageous to the Montgomery County 911 Dispatch.
- Must understand that the scheduling requirements of the position take priority over controllable personal commitments.
- Must be willing to comply fully with all written and verbal instructions.

Once again, every effort will be made to ensure that an employee of the Montgomery County 911 Dispatch is treated with dignity, respect, and understanding. The purpose of this form is to ensure that you, the applicant, understand the inherent problems associated with working in a 911 Agency. You are urged to carefully consider your willingness to work under the aforementioned conditions.

I, the undersigned, understand the working conditions within the Montgomery County 911 Dispatch as outlined above and wish to be considered for the position.

Applicant Signature

Date

Montgomery County 911 Dispatch

Telecommunicator Position Description

Definition:

Performs work involved with emergency service dispatching and call taking from a centralized public safety communications center.

Example of Duties:

(The following are intended to illustrate typical duties; they are not meant to be all-inclusive or restrictive.)

Receives training in emergency service response, emergency medical services, and communications equipment operation, along with specific instruction in fire service training and law enforcement.

Performs in accordance with the Montgomery County 911 Dispatch policies, orders, and statement of procedure and protocol.

Receives telephone calls from the public concerning emergency and non-emergency situations relating to law enforcement, medical, fire, disasters, and other related incidents.

Records pertinent information and transmits the same to agencies and individuals. Maintains records and reports of activities. Makes referrals to other public service agencies when appropriate.

May provide pre-arrival instructions to callers utilizing established protocol and procedure.

Monitors and operates telephones, radios, teletype, alarm panels, video monitors, tape recorders, computers, and all other equipment located within or controlled by Montgomery County 911 Dispatch.

Uses a wide variety of radio frequencies to inform and coordinate activities of all Montgomery County emergency service agencies.

Coordinate and interact with various local, state and federal agencies.

Provides for general cleanliness and order within the building.

Suggests improved communications practices when appropriate.

Performs other reasonably related duties assigned by supervisory personnel.

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Abilities:

Ability to communicate effectively by radio, by telephone, or in person with verbal and/or written communication.

Ability to accurately comprehend auditory inputs, particularly those inputs received via telephone and radio transmissions.

Ability to utilize eyes, ears, fingers, arms, and/or torso in a mobile and coordinated manner. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to react immediately and precisely to sudden stimuli.

Ability to perform duties under stress with speed and accuracy.

Ability to sit continuously for long periods with minimal breaks.

Ability to remain calm and react appropriately under stress.

Ability to establish and maintain effective working relationships with other employees, member agency personnel, and the general public. Ability to establish and maintain effective working relationships with coworkers and/or supervisors.

Ability to quickly make a decision based upon protocol, knowledge, and established procedure.

Ability to balance team and individual responsibilities.

Characteristics:

Free from disabling physical or mental defects that would affect the ability to efficiently handle assigned duties.

Mental alertness.

Clear and businesslike voice.

Excellent hearing.

Willingness to accept rotating or permanent work assignments on day, afternoon, or night shifts, weekend, and holidays. Must be willing and able to respond to short notice call-out requests on off duty time.

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Temperament suited for the position, to be able to remain alert during periods of inactivity, as well as during routine and overload times.

Working Relationships:

Relationships are typically with the general public or outside agencies on a specialized manner that may include handling difficult relationships or solving minor difficulties. A clear understanding of the “Chain of Command” is essential.

Working Conditions:

Requires long periods of sitting, adjusting to changing shifts and days off, exposure to a stressful environment with little chance for breaks.

Requirements

Knowledge:

Ability to gain knowledge of the community, including major facilities, highways, streets, landmarks, etc. Ability to gain knowledge of various communications and emergency response procedures. Working knowledge of Business, English, Spelling, and Grammar.

Skills:

Skilled in the basic use of a computer, type a minimum of 50 words per minute, and be able to transcribe hand-written copy and/or simultaneous oral communications.

Skilled in basic map reading.

Skilled in reading and understanding complex technical documents written in English, such as laws, ordinances, procedures, technical manuals, training manuals, computer printouts, and public safety reports.

Skilled in observing, remembering, and recording facts and details, such as those contained in oral and written directive, radio communications and telephone communications.

Skilled in organizing and analyzing a variety of information and applying selected knowledge, which is learned after employment, in order to decide on an appropriate and reasonable course of action.

Skilled in exercising tact, self-restraint, judgment and strategy in dealing with a wide variety of people in various emotional states.

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Qualifications

Education:

- Applicants must possess a High School diploma or the equivalent.

(The additional training below will be provided or arranged by the Montgomery County 911 Dispatch.)

- Employment requires successful completion of the Department of Criminal Justice Training Telecommunications Academy. The DOCJT course must be completed within the first six months of employment. Continued employment requires the successful completion of this course and mandated in-services.
- Employment requires successful completion of the IS100, IS200, IS700 and IS800 course and exam.
- Employment requires successful completion of any and all other training requirements applicable while employed.
- Willingness to establish and actively maintain a program of continuing education directed to self-improvement.

Special Requirements:

- All employees will be required to take a drug test prior to employment. Current employees may be subject to random drug testing.
- Applicants must be 18 years of age.
- Applicants are subject to a polygraph exam, background investigation and a psychological evaluation.
- Full time communications Agency employees will not be permitted other part time employment if it may impair on duty efficiency or conflict with duties and responsibilities. All part time employment must be approved by the Montgomery County 911 Board.

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Employment Application

Name in full: _____
(Last) (First) (Middle)

Social Security Number: _____ Date of Birth: _____

Residence: _____,
(Address) (City, State, Zip)

Telephone: () _____ () _____
(Home) (Work)

Address for the previous five years with dates:

How did you hear about us? _____

Are you available to work Full Time?

- Yes**
- No**

On what date would you be available for work? _____

Yes _____ No _____ Can you travel if a job requires it?

Yes _____ No _____ Are you a citizen of the United States?

Yes _____ No _____ Have you ever filed an application with the Montgomery County
911 Dispatch?

If yes, date of application? _____

Yes _____ No _____ Have you ever been employed with Montgomery County or the
City of Mt. Sterling? (*County or City employee*)

If yes, date of employment? _____

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Employment Application

If you answer yes to any of the following list of questions, please give the particulars on a separate paper and attach it to this form.

A yes answer does not automatically disqualify you from consideration.

Yes _____ No _____ Have you ever been discharged or asked to resign from employment?

Yes _____ No _____ Have you ever been convicted of a crime other than a minor traffic violation?

Yes _____ No _____ Do you have a valid Kentucky driver's license?

Yes _____ No _____ Do you have health defects or physical handicaps, which prevent you from adequately performing the duties of the position?

Yes _____ No _____ Do you object to inquiry of your present employer in regard to your character, work record, qualifications, or abilities?

Yes _____ No _____ Are you on lay-off and subject to recall?

EDUCATION

Circle the highest grade completed.

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 Above

School	Name & Address of School	Dates Attended		Date of Graduation	Number of Hours		Fields of Study		Degree, Diploma, or Certificate Earned
		From	To		Earned	Now Carrying	Major	Minor	
High School									Diploma Yes ___ No ___
Under Graduate College or University									Degree:
Graduate College or University									Degree:
Vocational, Business, Technical									Certificate:

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Employment Application

Start with your present or last job. Include any job-related military service assignments and volunteer activities. You may exclude organizations which indicate race, color, religion, gender, national origin, disabilities or other protected status.

Job #1

Employer		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
		Starting	Final	
Job Title	Supervisor			
Reason for Leaving				

Job #2

Employer		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
		Starting	Final	
Job Title	Supervisor			
Reason for Leaving				

Job #3

Employer		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
		Starting	Final	
Job Title	Supervisor			
Reason for Leaving				

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Employment Application

Job #4

Employer		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
		Starting	Final	
Job Title	Supervisor			
Reason for Leaving				

Job #5

Employer		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
		Starting	Final	
Job Title	Supervisor			
Reason for Leaving				

Summarize special job-related skills and qualifications acquired from employment or other experiences.

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Employment Application

Character References

Please provide at least seven references to which you are not related.

Name	Address	Telephone
(1)	_____	_____
(2)	_____	_____
(3)	_____	_____
(4)	_____	_____
(5)	_____	_____
(6)	_____	_____
(7)	_____	_____

I certify that the information given throughout this application is true and accurate to the best of my knowledge.

Applicant Signature

Date

Montgomery County 911 Dispatch

Employment Application

**PRIVACY ACT STATEMENT
DATA REQUIRED BY THE PRIVACY ACT OF 1974
PLEASE READ CAREFULLY**

This authority for the collection of information must be signed by you, giving the Montgomery County 911 Dispatch, and/or their agent, permission to conduct a thorough background investigation with agencies such as the Credit Bureau, or medical agencies, which might be of concern for the completion of the investigation. This voluntary release allows the Montgomery County 911 Dispatch and / or their agent to contact agencies for release of information and accurate documentation concerning your past personal history, your employment history, and your financial status. Please attach a copy of your driver's license, birth certificate, social security card, high school diploma/GED certificate and any other training certificates you possess.

AGREEMENT

I certify that all answers and information submitted by me are true and complete to the best of my knowledge.

I authorize you to make such investigation and inquiries of my personal, employment, financial, and medical history, and other related matters, and may be necessary in arriving at an employment decision. I hereby release employers, schools, and other persons from liability in responding to inquiries in connection with my application.

In the event of my employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand also, that I am required to abide by all rules and regulations of the Montgomery County 911 Dispatch.

Applicant Signature

Date

Date of Birth

Social Security Number