Your New and Rewarding Career Begins Here

join the unseen heroes who are a member of the thin gold line

"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.

What is "The Gold Line"?

The Thin Gold Line is a representation of a 911 dispatcher, 911 telecommunicator or 911 operator. As the American flag represents the United States of America the Thin Gold Line is a rendition of a 911 dispatcher or call taker.

The 911 Profession is the "first" contact the public has with emergency response system. It is not an easy job. Not everyone can meet our standards.

Do you have what it takes? If so, then it all begins here with the application process.

CITY OF DYERSBURG

BENEFITS PLAN DYERSBURG 911 CENTER

- **Annual base salary $35,921 to $41,676 DOE**

- **Plus a minimum of 45.5 annual hours overtime pay for "Roll Call" before the start of your tour of duty**

- **Team Leader salary additional $1,790 annual**

- **Special duty pay (TAC/Trainers) additional $900 annual**

- **Employee insurance $60 month**

- **Employee/children insurance $120 month**

- **Employee/spouse insurance $140 month**

- **Employee family insurance $180 month**

- **Total maximum out of pocket $1,500**

- **Free $25,000 life insurance**

- **Supplemental coverage for life, dental, cancer, eye**

- **Employee Assistance Program**

- **Wellness Program**

- **Free membership to gym/weight training**

- **Tennessee Consolidated Retirement System**

AFFORDABLE HEALTH INSURANCE

RETIREMENT

12 HOUR SHIFTS

14 DAY PER MONTH WORK SCHEDULE

EVERY OTHER WEEKEND OFF

HOLIDAY PAY

Employment Application Procedures

HOW DO I APPLY

When a need for a new employment register has been established, the process will be open to the public to apply.

To apply for a position, you must compete an on line electronic application; hard copy (paper) applications are not accepted.

You are required to complete all data fields. You must also have a valid residential address and a valid e-mail address. All correspondence are conducted through e-mail. **Please ensure that the @dyersburgtn.gov is whitelisted and not marked as spam in your email.**

MINIMUM REQUIREMENTS TO SUBMIT AN APPLICATION

- 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 <u>any</u> 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

- Have regular and predictable attendance
- Arrive for work no later than the prescribed time
- Required to work various shifts/days in a 24X7 environment
- Be prepared to obtain childcare or special needs care on a regular basis, as needed.
- Work overtime
- Have reliable transportation that functions in the 24 hr environment
- Be able to work well with others as a team

THE SELECTION PROCESS

Step 1: Submit Your Application On Line

Your application shall be reviewed for completeness. Applications which are incomplete, who do not meet entrance requirements, or not considered shall be rejected. There will be no notice. Accepted applications will be scheduled for a test.

Step 2: Testing

The accepted applicant will challenge a test which evaluates the skill sets required for the job.

> *Prior to taking the evaluation the applicant should be able to keyboard at least 13500 keystrokes per hour and should have basic user knowledge on how to operate a personal computer that has a Windows operating system.*

The active register is established from the accepted applicants top ten scores during a testing period. If you do not make the register, then your application is removed and destroyed. Notification is provided to those who make the top ten. No notification means you did not make the register.

Prior Employees of Dyersburg 911 who have acceptable test results on file and who meet the entrance requirements may be employed directly, if so desired. Their names will be taken into consideration to be included on the current register, if so desired.

Step 3: Oral Interview

The ten on the register will be scheduled for an oral interview. After completion of the oral interview, applicants will be evaluated to determine the best candidate for employment. Applicants selected for employment shall proceed to Step 4.

Step 4: Conditional Offer

After a conditional offer of employment has been extended, the prospective employee must complete the following prior to being employed:

- Pass a chemical substance abuse screen
- Psychological/medical evaluation
- Complete a detailed background investigation

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 Dyersburg 911 Communications Center reserves the right to remove any person from employment consideration at any time. Any information received or uncovered that indicates the candidate misleads or provided false information in their application or is an undesirable employee that could adversely affect the operation will be removed from consideration.

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 the following condition is present:

- Review of results of scored elements of the selection process or any information contained in the application

The applicant must inform the HR Director of a request for an appeal within 7 calendar days of applicant notification as to test results. The request must be reduced to writing.

The applicant must give written notice to the Human Resource Director containing the following facts:

- Basis for the 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.

CLOSING A REGISTER

The register will be closed when the Department Head determines there are no longer any desirable candidates for consideration. Applications from a closed register will be destroyed. No notification is provided.

EQUAL EMPLOYMENT OPPORTUNITY

It is the City's policy not to discriminate against person 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.

CritiCall®

Public Safety Communications
Pre-Employment Test Preparation Guide

The computerized CritiCall pre-employment test used by this agency measures underlying skills and abilities a person needs to possess <u>prior</u> to any training they might receive if they are hired as a public-safety dispatcher and/or calltaker, including the ability to <u>effectively</u> navigate and use a computer. Because of this, a test taker does <u>not</u> need to possess any specialized dispatcher/calltaker knowledge or training to be able to read, understand, or answer the test items. The following information is designed help a future test taker to prepare for the CritiCall testing process.

<u>General Notes</u>

- Be sure to follow <u>all</u> of the instructions provided during the test.

- Practice test items are offered before each section of the test to help you understand how you should respond during that section. Scores from the practice items are <u>not</u> included in your final test score. You are <u>not</u> required to take the practice items and you will be given an opportunity to bypass them during the test if you wish.

- During the test you will likely be required to listen to spoken information heard over a headset and then must use that information to answer questions or input data. You will also likely have the ability to adjust the volume of the information you hear over the headset.

- Many test takers find it helpful to have the computer's keyboard "Num Lock" (number lock) function turned "on" when taking the test.
    - *See **http://en.wikipedia.org/wiki/Num_lock** for details.*

- Do not be surprised when the computer allows you to enter information during many parts of the test using <u>only</u> UPPER case letters. This mimics computerized dispatcher systems, which also limit a dispatcher to enter information in only UPPER case letters.

- You will be penalized if you <u>skip</u> any questions during the test (unless you are informed otherwise during the instructions for that portion of the test.).

- You may need to use "scroll bars" that might appear on the right side of the computer screen during testing so that you can view those parts of the screen that might be hidden.

- At some points during the test you may need to select the correct response by clicking your mouse on a box to the left of your choice, or by pressing the **A**, **B**, **C**, or **D** key on the keyboard.

> A "check mark" indicates your choice during multiple-choice questions. In this example, the check mark next to alternative **B** ("Green") was placed by either moving the pointer over the small box to the left of the letter **B** and clicking once, or by entering the letter **B** on the keyboard. You can change your response as many times as you wish <u>before</u> you move on to the next test item by either clicking on a different box or by entering a different letter.

The color of the sports car in front of the house where the man was seen grabbing his chest and falling over was:

☐ **A** Yellow

☑ **B** Green

☐ **C** Orange

☐ **D** Blue

Scroll Bar
(Move up and down to view)

<u>Decision rules to be followed during testing</u>

One of the important abilities needed by a public safety communication's employee is the ability to make decisions based upon structured rules. During the test, you will be asked to quickly and accurately indicate which type of agency (i.e., Police, Fire, Emergency Medical Service, or Public Utility Company) should be dispatched to the scene of an incident **according to the rules listed below**.

> **IMPORTANT!**
> For purposes of this test you should use <u>only</u> the four decision rules shown below when responding to "emergency message" items during the test. Do <u>not</u> rely on any prior knowledge about either this agency or any other public-safety agency when responding to those items.

You should read and learn these <u>four</u> rules before taking the test. Experience has shown that the better an applicant knows these rules, the better they will perform during the decision-making portions of the test.

- **Police**
  <u>Police Department</u> should be dispatched when someone is attempting or threatening to physically harm another person, or has actually physically harmed another person, or when a person causes or is in the process of causing harm to another person's property.

- **Fire**
  <u>Fire Department</u> should be dispatched when there are the immediate signs of a fire in progress (such as flames or smoke), when a fire alarm is sounded, or when a person who is trapped or confined needs to be rescued or released.

- **EMS**
  <u>Emergency Medical Service</u> should be dispatched when there is an emergency medical condition requiring intervention by medically trained personnel.

CONTINUED ON NEXT PAGE!

- **Utility**
  Public Utility should be dispatched when there is a problem associated with malfunctioning or broken public water systems, electric power systems (including, but not limited to, electrical power lines, streetlights, and traffic signals), natural gas systems used for home heating, or blocked sewer drainpipes.

Examples:

Based upon the decision rules shown above, if you were given the scenarios of:
- "Man is throwing rocks in an attempt to hurt children," you should select POLICE as the correct response since the man was attempting to physically harm another person.
- "Electrical power lines knocked down during a severe hail storm," you should select UTILITY as the correct response because there is a problem with broken or malfunctioning electrical power lines.

Please note that sometimes you will be asked to respond to emergency-message test items *while performing other tasks on the computer*. For this reason you will need to be reasonably proficient at navigating and using a computer in order to perform both tasks as the same time.

To make your selection as to which of the four types of agencies should be dispatched in response to the "emergency response" messages that will appear on the screen during the test you will be required to:

- Move the computer's cursor over one of the four symbols (indicating Police, Fire, EMS, or Utility Company) (an example of the four symbols as they appear during the test is shown to the right) and left-click the mouse once to make your choice. (The example to the right has the cursor placed over the "Fire" symbol).


Note: Throughout the test you should use only single clicks of the left mouse button.

- You will have only **15 seconds** to respond to each of the "emergency messages" that appear on the screen during the test. Credit will not be given if an incorrect agency is dispatched or if your response is not made within the 15 seconds after the emergency message first appears.
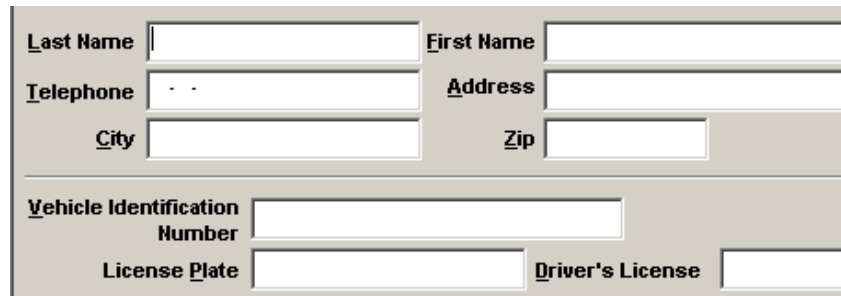
Entering information into the correct "fields" during the test

Communication Center employees must be able to accurately enter information they hear into the correct fields on the computer. The figure below shows the location of the fields that will appear on the computer screen during the test.

You can move from field to field by using the computer's mouse. Simply left-click the cursor in the field you wish to enter information into.

You can also press the **Tab** key or the **down-arrow (↓)** key to move the cursor to the appropriate field. The **Shift + Tab** keys or the **up-arrow (↑)** key moves the cursor in the opposite direction. Note that the side-to-side arrow keys (← →) on the keyboard will <u>not</u> move the cursor during the CritiCall test.

Note: The cursor always begins in the "Last Name" field whenever a new set of empty fields appears on the screen. The sequence the cursor moves as you press the **Tab** key or **down-arrow (↓)** key is as follows: Last Name; First Name; Telephone; Address; City; Zip; Vehicle Identification Number; License Plate; Driver's License (where it stops). The cursor will NOT move if you press the **Tab** key or **down-arrow (↓)** key while the cursor is in the Driver's License field.

Finally, you can also move to a specific field by pressing the letter key that is underlined on the screen for that field (such as **L** in **Last Name**) while <u>simultaneously</u> pressing down the **Alt** key. For example, if you press down on the **C** key and the **Alt** key at the same time, your cursor will move directly to the **C**ity field. (See below for all of the field shortcuts).

Alt + L = <u>L</u>ast Name	**Alt + Z** = <u>Z</u>ip or Postal Code
Alt + F = <u>F</u>irst Name	**Alt + V** = <u>V</u>ehicle Identification Number (also called a VIN)
Alt + T = <u>T</u>elephone	**Alt + P** = License <u>P</u>late
Alt + A = <u>A</u>ddress	**Alt + D** = <u>D</u>river's License
Alt + C = <u>C</u>ity	

Other Skills and Abilities That May be Measured During the Test

The following is a list of <u>some</u> of the abilities that <u>may</u> be measured during the test.

- Follow rules and directions.

- Make decisions quickly and accurately based on rules you are provided.

- Enter data or information (such as names, telephone numbers, license plate sequences, etc.) you read and hear into a computer using a keyboard.

- Hear, comprehend, summarize, and/or answer questions about information told verbally in short story form.

- Identify written information provided on lists (such as finding a name on a list from an alphabetically-sequenced telephone book).

- Recognize if bits of information, such as addresses or names, are similar or different.
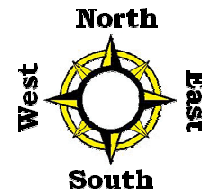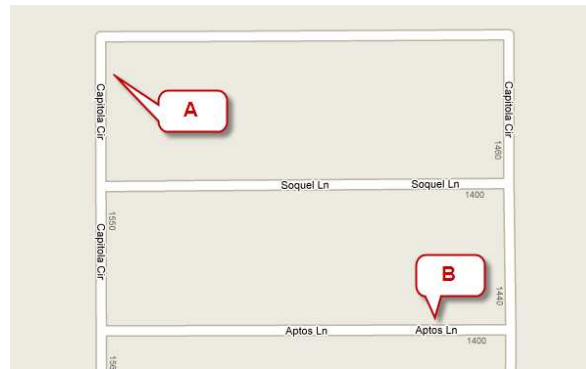
- Quickly learn and later recognize information that is shown in writing, such as descriptions (e.g., red car, blue boat, green shirt).

- Hear and remember pieces of information, such as telephone numbers or license plate numbers, for a very short period of time.

- Determine routes and/or locations using very basic maps. (No prior map-reading training or experience is required to correctly respond to these questions. However, candidates should know and be able to follow simple directions, such as "left" and "right.")

- Correctly spell commonly-used words which sound alike that might delay badly-needed assistance if misspelled (e.g., <u>patience</u> instead of <u>patients</u>).

- Communicate using sentences or phrases that clearly express the intended meaning.

- Read and comprehend written passages.

Test Preparation Hints

The following are some hints that may help you to prepare for the testing process.

- ✓ Practice moving your computer's mouse around the screen and left-clicking your mouse on specific targets. Keep in mind that during the test you will be required to only single-click the left mouse button each time you wish to indicate your choice.

- ✓ Read names, addresses, and telephone numbers and enter those into a computer using a keyboard. Build up your speed <u>and</u> accuracy to be able to achieve a higher score during testing.

- ✓ Have someone slowly read names, addresses, and telephone numbers to you while you enter those into a computer using a keyboard. Build up your speed <u>and</u> accuracy to be able to achieve a higher score during testing.

- ✓ Have someone slowly read a seven-digit telephone number to you (e.g., 555-1234; "five-five-five-one-two-one-zero"). As soon as they have finished reading the telephone number, enter that telephone number (<u>without</u> a hyphen) from memory into a computer using a keyboard. Continue, listening and entering one set after another with approximately five seconds in-between each set of telephone numbers. Continue until you are very accurate.

- ✓ Learn the set of Decision Rules provided earlier in this Guide.

- ✓ Dispatchers must be able to read and write clearly. It may be helpful for you to practice your reading and writing skill to enhance your level of skill.

- ✓ Practice giving instructions from a very simple map. For example, using the terms "left" and "right," as well at "North," "East," "South," and "West" (as shown in the legend

below), describe the quickest route from Point A to Point B on this map. You can make up additional maps to practice at http://maps.google.com/maps.

✓ Have someone read and spell a person's first and last name from a telephone book and then you find the address associated with that name. Enter the address into a computer using a keyboard exactly as written in the book. Practice one name at a time until you develop a high degree of proficiency at locating and correctly entering the information.

Good Luck!