

**PADUCAH-McCRACKEN COUNTY E-911
PUBLIC SAFETY TELECOMMUNICATOR TRAINEE POSITION OVERVIEW**

Retain this and the following 5 pages for your information on the position and hiring process

CONDITIONS OF EMPLOYMENT

The mission of Paducah-McCracken County E-911 is emergency oriented. Basic staffing must be maintained at all times. Therefore, it is required that employees be available for overtime assignments in order to maintain essential services. Employees must keep a current address and phone number on file so they may be reached if needed.

Overtime is a mandatory condition of employment.

The basic tasks of the Telecommunicator Trainee (TCT) are to:

- Develop the skills to utilize telecommunications equipment, including multi-line telephones, two-way radios, and several computer systems including CAD (computer aided dispatch) and LINK (Law Enforcement Information Network of Kentucky)
- Acquire the ability to quickly, accurately, calmly and courteously obtain all essential information from callers and relay the information in an organized and easily understandable manner to responding units
- Learn to prioritize and coordinate requests for ambulances, tow trucks, backup units and other services for field units and handle multiple tasks simultaneously
- Attend and pass training sessions at Richmond, KY and at the communications center completing a training curriculum of items relating to necessary skills and knowledge
- To review and study various operational manuals, geographical aides, data entry and inquiry regulations

SALARY

The wage is \$12.95 per hour to start or \$26,936.00 per year; after training \$13.69 per hour or \$28,475.20 per year. Upon satisfactory completion of the one-year probation period, salary increases to \$15.47 per hour, or approximately \$32,177.60 per year. Employees are paid every other Friday via direct deposit. Time and one half is paid for overtime.

WORK HOURS – SCHEDULES

The position requires the employee to work an indeterminate or flex schedule. While the employee may be assigned to a base schedule, changes may be made on short notice. Such changes may involve hours of work and days off. At times, days off may not fall consecutively. The current schedule uses a 10-hour day as standard.

EMPLOYEES MUST BE WILLING AND ABLE TO WORK ALL SHIFTS AND ALL DAYS.

BENEFITS

Holidays – There are seven recognized holidays. (New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve, Christmas Day). When an employee works the recognized holiday, overtime pay is awarded. **Expect to work most holidays.**

Personal Days – Forty personal hours are given per year and must be used during that calendar year.

Vacation – A graduated rate of vacation accumulation exists that varies depending on the length of employment. Years one through four earn 10 days per year.

Sick Leave – Sick leave is earned and accumulated at the rate of one and one-quarter days per month. Sick leave is earned but cannot be used during the first six months of employment.

Pension Plan – Up to Six percent (6%) of gross earnings are deducted for retirement under County Employees Retirement Systems (CERS).

Uniform Allowance – Two \$50 cell phone maintenance checks are issued each fiscal year to be used towards purchase of cell phone plan. Uniforms consist of a polo type shirt with emblem and casual style pants. Uniform shirts are purchased by PMC911 for employees. Additional clothing may be required for the Telecommunications Academy. The uniform allowance is not given until an employee has completed all required in-house and academy training.

Health Insurance – Coverage begins approximately one month after employment. Each employee is allotted approximately \$8,900 worth of health insurance with the employee determining types of coverage needed. Employees can choose from several levels of basic medical coverage. Dental and eye care options are available. Some types of plans may require an employee contribution.

Life Insurance – Each full-time employee is provided with a life insurance policy of \$12,500.

Deferred Compensation – Several voluntary tax deferred programs are offered to employees.

TRAINING

An intensive on-the-job training program has been developed to guide the Telecommunicator-in-Training and assist in learning the skills needed for successful job performance. During the approximately three month long training period, the TCT is assigned Communications Training Officers to instruct and guide the new employee through the difficult learning period.

Additionally, TCTs are scheduled to attend a month long Telecommunications Academy at the Department of Criminal Justice Training Center in Richmond, Kentucky. The DOCJTC has a strict zero-tolerance policy for alcohol and drug use during this period – including after hours use of these substances. Dormitory lodging is required and meals are provided. Trainee must provide transportation with mileage reimbursement paid for one roundtrip. Trainee receives full pay while at the Academy. The Academy training is normally scheduled within the first six months of employment but depends on availability. This requirement may be waived if the TCT is already state certified in both LINK and Basic Telecommunications.

Other local and out of town training may be required both during the probationary period and during the entire course of employment with Paducah-McCracken County E-911.

The TCT must successfully pass all training.

**PADUCAH-McCRACKEN COUNTY E-911
EMERGENCY COMMUNICATION SERVICES**

510 CLARK STREET, PADUCAH, KY 42003-1710

(270) 444-8623

HIRING PROCESS

- Typing test – 30 wpm minimum
- Orientation
- Written tests
 - ❖ To determine suitability for public safety telecommunications industry
- Observation
 - ❖ Applicants must spend at least 4 hours of observation in the communications center. This must be scheduled in advance and done prior to the oral interview – preferably on a busy shift, such as a Friday or Saturday night.
- Oral interview
- Psychological evaluation
- Polygraph examination
- Drug screen and pre-employment physical
- Background investigation

The information presented in this handout concerning the salary, benefits, job duties, training process, and other items are valid as of May 1, 2013. However, changes in benefits or policy may occur at any time without notice.

PROFILE OF A SUCCESSFUL TELECOMMUNICATOR

A successful telecommunicator has:

- A HIGH LEVEL OF PERSONAL INTEGRITY
- An ability to handle stressful situations
- An even-paced persistence, an easy-going, laid-back personality
- An ability to accept only minimal upward mobility (promotional opportunities)
- An ability to balance analytical decision making with intuitive decision making – ability to make decisions without “analysis paralysis” or “tunnel vision”
- An independence from the evaluation of others (does not require constant reinforcement from others regarding performance)
- A high degree of self-discipline to organize and prioritize each day’s job duties
- An ability to maintain a professional attitude (the ability to project an image of empathy yet avoid personal involvement)
- An ability to effectively prioritize information and events
- A respect for private confidential information
- An ability to handle both task-oriented duties and people-oriented duties
- A genuine interest in serving the needs of others – team player abilities
- A confident ability to control the actions of others
- Self-reliance to act independently when required
- The conviction to give an opinion without timidity
- The self-assurance to take risks when necessary
- A logical, rational approach to problem solving – an objective approach to situations and circumstances
- An ability to recognize and admit one’s faults and/or mistakes without blaming others
- An ability to recognize one’s own weaknesses and earnestly seek improvement
- An above-average ability to do more than one thing at a time and remain focused under stress
- An above-average mental ability level (ability to learn and problem-solving abilities)

**Paducah-McCracken County E-911
Emergency Communication Services
Position Description**

POSITION TITLE: TELECOMMUNICATOR

REPORTS TO: SHIFT SUPERVISOR

POSITION SUMMARY

A Telecommunicator is responsible for answering 9-1-1 telephone lines, dispatching public safety personnel and equipment, and recording and relaying sensitive information that may involve life and death situations. As an employee of the Paducah-McCracken County E-911 Emergency Communications Services the Telecommunicator shall obey all policies, procedures, rules and regulations of the Service.

ESSENTIAL JOB FUNCTIONS

Takes 9-1-1, TDD, administrative and private line telephone calls.

Communicates effectively with citizens and the personnel of the agencies with which we interact.

Dispatches calls to appropriate police and/or fire units via radio and coordinates responding back-up units if necessary.

Monitors radio frequencies, alarm board and LINK/NCIC computers for significant activities.

Must be able to function individually and as a team member.

Provides various notifications to public safety agencies, businesses and citizens, such as providing information on accident victims, arrested persons, alarm activations, etc.

Retrieves and disseminates a variety of information to police, fire and EMS personnel; such as warrants, stolen vehicles, complaint information, officer activity, fire activity, alarms, key holders, cross street information, etc.

Accurately and effectively makes LINK/NCIC entries.

Provides notifications, as needed, to utilities or other agencies; such as Paducah Power, FAA, EPA, railroads, etc.

Activate monthly warning siren tests as directed.

The ability to maintain confidentiality is a must.

Other duties as assigned.

EXPERIENCE/EDUCATION

Must be 21 years of age. A high School Diploma or equivalent is required, as is the ability to type 30 words per minute.

PHYSICAL AND MENTAL REQUIREMENTS

Work is in an office environment. Little physical strength and/or endurance is required. Position is physically comfortable. Occasionally, job may require physical exertion such as bending, lifting, stooping, reaching, walking, or similar physical activities.

Must have 20/20 corrected vision; must hear speech from both ears in the normal range of 30 DB at 500 to 2000 Hz range. Must be able to speak and communicate clearly over telephones and radio. Must be capable of activating radio and phone systems utilizing buttons and switches. Must be able to input data via keyboard.

Must have the ability to handle multiple tasks at one time and remain calm in a sometimes stressful environment.

Paducah-McCracken County E-911

APPLICATION FOR EMPLOYMENT

PHONE (270) 444-8623
 FAX (270) 444-8707
 E-MAIL PMC911@paducahky.gov

510 Clark Street
 Paducah, Kentucky
 42003

Please PRINT in ink or type all requested information. Incomplete applications will not be considered.

Resumes may be attached, but will not be considered as a substitution of completion of the application.

Date of Application

THIS AREA FOR 911 USE ONLY	
DATE APPLICATION RECEIVED	
<input type="checkbox"/> Typing WPM _____ <input type="checkbox"/> Orientation <input type="checkbox"/> Written Tests <input type="checkbox"/> 4 Hour Observation <input type="checkbox"/> Oral Interview	<input type="checkbox"/> Psychological Evaluation <input type="checkbox"/> Polygraph Exam <input type="checkbox"/> Drug Screen <input type="checkbox"/> Pre-Employment Physical <input type="checkbox"/> Background Investigation

PERSONNEL INFORMATION

Last Name	First Name	Middle Initial	Social Security Number

Street Address	City	State	Zip Code	Home Phone Number

PRIMARY EDUCATION

High School Name	Location of School	# Of Years Attended	Area of Study	Graduate?	<input type="checkbox"/> YES <input type="checkbox"/> NO

POST SECONDARY EDUCATION

University/College Name	Location of School	# Of Years Attended	Area of Study	Degree?	

OFFICE SKILLS & EQUIPMENT

	<input type="checkbox"/> Computer Aided Dispatch <input type="checkbox"/> Microsoft Word <input type="checkbox"/> Fax Machine <input type="checkbox"/> Printers	<input type="checkbox"/> Multiple-Line Telephone <input type="checkbox"/> Microsoft Excel <input type="checkbox"/> Copying Devices <input type="checkbox"/> Radio Communications	
Typing WPM	Computer Skills, Software & Equipment Experience		
Describe additional office equipment/skills above, which may be beneficial to employment.			

PREVIOUS PUBLIC SAFETY EXPERIENCE

Do you have previous experience in dispatching or the public safety industry?	<input type="checkbox"/> NO If YES	<input type="checkbox"/> Police <input type="checkbox"/> Fire <input type="checkbox"/> EMS <input type="checkbox"/> Other	
Specify Other-			
Are you currently certified, or have you ever held public safety certifications for any of the following.	<input type="checkbox"/> LINK/NCIC <input type="checkbox"/> KY Basic Telecommunications	<input type="checkbox"/> APCO <input type="checkbox"/> Emergency Medical Dispatch	
In the provided space above, describe any other public safety experience you have.			

EMPLOYMENT HISTORY

Please list your most recent employment first. Incomplete or incorrect addresses and phone numbers from previous employment may void this application. Include zip codes for addresses and specify the telephone area codes if other than (270). List ALL employment from age 18 forward. **YOU MAY DUPLICATE THIS PAGE TO LIST ADDITIONAL EMPLOYERS**

				\$	
Most Recent / Current Employer		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

				\$	
NEXT PREVIOUS EMPLOYER # 2		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

				\$	
NEXT PREVIOUS EMPLOYER # 3		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

				\$	
NEXT PREVIOUS EMPLOYER # 4		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

EMPLOYMENT HISTORY

Please list your most recent employment first. Incomplete or incorrect addresses and phone numbers from previous employment may void this application. Include zip codes for addresses and specify the telephone area codes if other than (270). List ALL employment from age 18 forward. **YOU MAY DUPLICATE THIS PAGE TO LIST ADDITIONAL EMPLOYERS**

				\$	
NEXT PREVIOUS EMPLOYER # 5		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

				\$	
NEXT PREVIOUS EMPLOYER # 6		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

				\$	
NEXT PREVIOUS EMPLOYER # 7		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

				\$	
NEXT PREVIOUS EMPLOYER # 8		Position		Annual / Hourly Salary	
Employer Address		City	State	Zip Code	
Supervisor	Phone Number	Dates of Employment	FROM	TO	
Duties Performed			Reason for Leaving	May we contact this employer? <input type="checkbox"/> YES <input type="checkbox"/> NO	

EMPLOYMENT HISTORY continued.

Did you have any notable time lapses between employments? Please specify the reasons for any extended lapses (more than 60 days) that have occurred between jobs in the space provided below.

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Have you ever been dismissed from employment or asked to resign? If yes, explain.	<input type="checkbox"/> YES <input type="checkbox"/> NO									
Have you ever been employed by the City of Paducah, McCracken County or 911? If yes, explain.	<input type="checkbox"/> YES <input type="checkbox"/> NO									
Does anyone in your immediate family work for the City of Paducah, McCracken County or 911? If yes, list name(s), relationship(s) and department(s).	<input type="checkbox"/> YES <input type="checkbox"/> NO									
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:33%;">NAME</th> <th style="width:33%;">RELATIONSHIP</th> <th style="width:33%;">DEPARTMENT</th> </tr> </thead> <tbody> <tr> <td style="height:20px;"></td> <td></td> <td></td> </tr> <tr> <td style="height:20px;"></td> <td></td> <td></td> </tr> </tbody> </table>	NAME	RELATIONSHIP	DEPARTMENT							
NAME	RELATIONSHIP	DEPARTMENT								

DRIVERS LICENSE NUMBER _____ STATE _____ TYPE _____ EXPRATION _____

SCHEDULING AVAILABILITY

Note: Overtime is a mandatory condition of employment. Are you able to work overtime? YES NO

<input type="checkbox"/> FULL-TIME EMPLOYMENT	<input type="checkbox"/> PART-TIME EMPLOYMENT
DAYS <input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> ALL DAYS	
HOURS <input type="checkbox"/> Days <input type="checkbox"/> Afternoons <input type="checkbox"/> Midnights <input type="checkbox"/> ALL HOURS	

PERSONAL REFERENCES (not former employers or relatives)

NAME	ADDRESS	PHONE NUMBER

CRIMINAL ACTIVITY

Have you ever been convicted of a crime? If yes, explain.		<input type="checkbox"/> YES <input type="checkbox"/> NO
WHEN		
WHERE		
EXPLAIN		

WAIVER AND AUTHORIZATION TO SOLICIT INFORMATION

I certify the answers given are true and complete to the best of my knowledge. I authorize investigations of all matters in this application including driver's license, criminal and credit records and agree that if in the judgment of 911, any misrepresentation has been made by me, or the results of such investigation are not satisfactory, an offer of employment made by 911 may be withdrawn, or my employment with 911 terminated immediately without obligation or liability to me other than for payment, at the rate agreed upon for actual services rendered if I have been employed. I agree, if employed, to abide by all applicable rules, regulations and policies of Paducah-McCracken 911. I further authorize any physician who has ever examined or treated me to give a complete record of his findings and opinions. I agree to a physical examination by a physician designated by 911. 911 complies with the Drug Free Work Place Act of 1988 and does not allow possession or use of drugs/alcohol on 911 property. Employees must present themselves for work free from the influence of any such substance. If you feel you will be unable to comply with this policy, please do not submit this application. You will be given a drug test prior to employment. I understand this application is the property of 911 and is not a contract of employment. Unsigned applications will not be considered.

Applicant Signature

Date

APPLICANT: Please Read These Instructions Before Answering Any Questions On This Sheet.

This information is requested by the Paducah-McCracken County E-911 Emergency Communications Service in an effort to accumulate information necessary to evaluate our recruitment program as required by the Equal Employment Opportunity Act of 1972, Section 709, paragraph C. Since federal, State and Local law prohibits discrimination in employment practices because of sex, age, race, religion or national origin, **THIS INFORMATION WILL NOT BE USED TO DETERMINE EMPLOYMENT.**

DATE	LAST NAME	FIRST NAME	MIDDLE NAME

		<input type="checkbox"/> Male <input type="checkbox"/> Female
DATE OF BIRTH	SOCIAL SECURITY NUMBER	SEX

PRESENT ADDRESS

PERMANENT ADDRESS (IF DIFFERENT FROM PRESENT ADDRESS)

Are you a resident of Kentucky? <input type="checkbox"/> YES <input type="checkbox"/> NO If not, indicate State of residency.	
Are you a resident of McCracken County? <input type="checkbox"/> YES <input type="checkbox"/> NO If not, indicate County of residency.	
National Origin? <input type="checkbox"/> UNITED STATES <input type="checkbox"/> NON-UNITED STATES (specify)	
RACE? <input type="checkbox"/> WHITE <input type="checkbox"/> BLACK <input type="checkbox"/> HISPANIC <input type="checkbox"/> ASIAN <input type="checkbox"/> AMERICAN INDIAN <input type="checkbox"/> OTHER (specify)	
Do you have any physical handicaps? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, please specify.	
Are you a Veteran? <input type="checkbox"/> YES <input type="checkbox"/> NO E-Mail Address:	
Please indicate your source of information concerning this job.	<input type="checkbox"/> NEWSPAPER <input type="checkbox"/> CITY PERSONNEL OFFICE <input type="checkbox"/> FRIEND/RELATIVE <input type="checkbox"/> 911/CITY WEBSITE <input type="checkbox"/> CIVIC ORGANIZATION <input type="checkbox"/> OTHER (specify)
	Position for which you are applying?