

911

**Calcasieu
Parish
Communications
District**

Pre-Employment Packet

Calcasieu Parish Communications District
Application Packet

Dear Applicant:

The Calcasieu Parish Communications District invites you to explore an exciting new career. The District provides emergency communications services to the citizens and public service entities of the parish of Calcasieu, which has a population of 192,768 (2015) and covers 1086 square miles. We answer an average of 348,403 (2016) emergency 9-1-1 calls annually and are housed within a \$3 million operation facility with state-of-the-art equipment. We are a centralized 9-1-1, police, and fire dispatch center.

As one of our public safety communications professionals, you will embark on an exciting career as the primary link between people who desperately need help and public safety providers. Each day in our center is an adventure. Handling the variety of challenges we face every day requires special people – and you could be one of them.

This packet has been prepared to provide you with essential information pertaining to the position of Telecommunicator and the selection process. Read the information thoroughly. Failure to follow the instructions implied within may result in disqualification.

Please provide your email address as most correspondence will occur electronically when feasible. Your email address should be written clearly and legibly.

Applicants determined to be ineligible for appointment on the basis of a single test, examination, interview, or investigation are informed, in writing, via electronically, of such decision within thirty (30) days. Ineligible applicants may be entitled to re-apply after 1 year if within the guidelines of District policy.

Applicants selected for appointment will be given exact starting dates and advised specifically that they have been chosen. Do not assume you have been, or will be, appointed until that time.

Should you have any questions concerning the selection process, please contact the Recruitment Officer at 337-439-0811, Monday thru Friday, 8:00am – 5:00pm.

The **Employment Application** must be properly completed to participate in the selection process. The application must be signed prior to submission. Incomplete applications may be grounds for rejection.

The Calcasieu Parish Communications District
is an Equal Opportunity Employer.

Minimum Qualifications

- ◆ 18+ years of age
- ◆ High School Diploma or GED
- ◆ Ability to type 35+WPM
- ◆ Basic Computer Skills
- ◆ Excellent Communications Skills
- ◆ Ability to retain emotional control and handle stressful situations.

Benefits

Competitive Salary
Paid Vacation Leave
Health, Dental, and Life Insurance
Prescription Drug and Vision Savings
Retirement
Deferred Compensation
Federal Credit Union
Employee Assistance and Fitness Programs

Pre-Employment Selection Process: The expected duration of the selection process is approximately 90 days to allow the District to thoroughly screen potential employees to ensure they meet our uncompromising goal of professionalism and high standards of excellence.

The selection process has several phases and include various Evaluation Assessment and Skills Testing, Background Investigations, Interviews, and Physical, Drug and Psychological Evaluations. To progress to the next level in the process an applicant must successfully complete the following phases:

- 1) **Application:** Applications submitted for employment are screened to determine the most appropriate candidate for hire. Neatness, completion, thoroughness, and employment stability are important factors that are considered when evaluating each candidate, as well as meeting the minimum qualifications established by the District.

Candidates may be disqualified from the selection process if their **Employment Application** reveal the following:

- ◆ ***Request for Information Omitted:*** The requested information is utilized as a valuable tool that assists in determining the right candidate for the position. The information serves as a method for allowing the District to familiarize itself with the applicant, thus making an informed decision regarding employment opportunities.

Information that has been omitted may result in the applicant's disqualification from the selection process. The omission may be a result of forgetfulness, therefore, ensure your application contains all necessary

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information such as current address, telephone number(s), previous employment information (to include address and phone), etc.

◆ *Improper Grammar / Unacceptable Spelling / Illegible Handwriting:* The nature of the District is communications. Candidates who fail to utilize proper grammar or display the inability to correctly write and spell the English language may be disqualified from the selection process.

Additionally, applicants whose handwriting is illegible will be disqualified from the process.

◆ *Lack of Attention to Detail / Improper Completion:* Candidates who disregard details requested on the Employment Application may be disqualified from the selection process. Lack of attention to details may involve candidates entering information into the wrong areas, omission of specialized skills, or failure to provide information requested.

◆ *Failure to Indicate Minimum Qualifications for the Position:* Minimum qualifications for the position of Telecommunicator involve the ability to type at least 35wpm, computer experience, high school diploma or equivalent, and at least 18 years of age. Candidates who fail to include the requested minimum qualifications may be disqualified from the selection process.

◆ *Unstable Employment History:* To alleviate the turnover rate for the District, candidates for employment that are unable to establish stability in their previous employment history may be disqualified from the selection process.

◆ *Position Applied for Does Not Exist:* Candidates who apply for a position that does not exist may be contacted and informed of their oversight. They may be eligible to re-apply for existing positions if minimum qualifications have been met.

◆ *Application Contains False or Misleading Information:* Candidates who intentionally include false or misleading information on their employment application will be disqualified from the selection process.

**Applicants will not be rejected based on age,
race, sex, disability, or national origin.**

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2) **CritiCall**
www.criticall911.com

CritiCall tests are designed to measure a series of skills and abilities necessary for success in the emergency services dispatch environment. The nature of the position is high-stress, requires multi-tasking skills, and has little or no degree of acceptable error. This test also measures an applicant's ability to navigate a computer and properly utilize a keyboard.

3) **Background:** The District will conduct an investigation into your background. The Telecommunicator position is one of character and integrity. In the course of the job certain access is granted to secure and confidential information, therefore, a background investigation assists the District in choosing the most appropriate candidate.

The background investigation is mandatory and includes verification of personal references, previous employment, and criminal history.

4) **Executive Interview:** Applicants that have achieved successful scores on pre-employment assessment testing and the background investigation will participate in a structured interview with the Executive Director and the Assistant Director(s) for the Calcasieu Parish Communications District.

5) **Preliminary Employment Offer:** Candidates that have achieved this level of the selection process are evaluated and a decision is made on who will be considered for employment. If you are selected, you will be contacted and a Preliminary Employment Offer will be discussed with you. Preliminary Employment Offers are based on successful completion of the physical examination, drug screen, and psychological evaluation.

6) **Physical / Drug Screen / Psychological / Hiring Process:** The remaining phase of the selection process is contingent upon satisfactory results of the following: a physical medical examination administered by a licensed physician designated by the Calcasieu Parish Police Jury; a drug screen to determine use of illegal or illicit drugs or use of legal drugs without a prescription or medical supervision; and a psychological evaluation to determine emotional stability.

Once these are successfully passed, selected applicants will be processed through the Human Resources Department for the Calcasieu Parish Police Jury and given a specific date to begin employment.

Re-Application Policy

The responsibility of a Telecommunicator often allows access to sensitive and confidential information. Because of the susceptibility of such classified knowledge, employees who exhibit professionalism and mature conduct are desired to fill the position.

Applicants determined to be ineligible for appointment on the basis of information contained within the application, a single test, examination, interview, or investigation, are informed, in writing, of such decision within thirty (30) days. Ineligible applicants *may* be entitled to re-apply with the District after 1 year, if within the guidelines of District policy.

Applicants **may** be eliminated from the selection process if he/she:

- Fails to meet the minimum requirements of the position.
- Fails to possess the capacity to perform the essential functions of the position involved with reasonable accommodation.

**If an applicant is disqualified under these circumstances, reapplication is possible providing the applicant's status in these areas change.*

Applicants **shall** be eliminated from the selection process if he/she:

- Has made false statement(s) of material fact(s), or intentionally misled the District by placing false information on his/her application or supplements thereto.
- Has committed, or attempted to commit, a fraudulent act during any stage of the selection process.
- Does not meet the necessary standards as a result of pre-employment drug screening, medical examination, or psychological evaluation.
- Is an illegal alien not legally permitted to work.
- Fails to achieve a satisfactory test score on pre-employment tests.
- Has been convicted of using, selling, or possessing illegal drugs, unauthorized prescription drugs, controlled substances, or drug related paraphernalia.
- Has been convicted of a felony crime. (Disqualification will be considered on a case-by-case basis)
- Lack credibility as a witness in a court of law; unable to give testimony in a court of law without being subject to impeachment due to his/her honesty or veracity (or their opposites).

**If an applicant is disqualified under these circumstances, reapplication is not allowed.*

TELECOMMUNICATIONS OFFICER Job Description
Calcasieu Parish Communications District E9-1-1

General Statement of Essential Job Tasks:

The Telecommunications Officer's primary responsibility is to provide emergency and non-emergency communications response to individuals and entities requesting police, fire or emergency medical services. Through professional information gathering, the Telecommunications Officer determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For emergency calls requiring fire/EMS response, the Telecommunications Officer directly dispatches the appropriate agency to the scene through the use of a radio system, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched. For emergency calls requiring law enforcement or fire/EMS response from agencies not dispatched by the District, the Telecommunications Officer relays the pertinent information or directly transfers the call to the appropriate agency for dispatch of response units.

Supervision Received:

This position reports to a Shift Supervisor. Newly hired Telecommunications Officers are classified as a "Probationary Telecommunications Officer". Probationary Telecommunications Officer is an entry-level position requiring close supervision. Incumbents are promoted to a Telecommunications Officer I position classification after successfully completing one-year probation.

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

Answers emergency voice and TTY telephone or radio calls routed to the Communications District through the E9-1-1 system or other N-11 and/or seven digit emergency and non-emergency telephone or radio systems. Questions callers to determine the nature and location of the problem; extracts and records essential information and, when appropriate, provides emergency medical pre-arrival instructions as dictated by predetermined emergency medical dispatch protocols.

Dispatches, via a radio console, paging system or other electronic means, emergency and other calls requiring fire and/or EMS response according to priority and availability of field units. Coordinates the response of primary, back-up and support units and/or other agency assistance as required. Maintains strict radio discipline at all times. Complies with FCC

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regulations and Communications District policies/procedures in the transmission of all radio traffic.

Monitors dispatched units' activities and receives and transmits to field units updated information as it is received.

Enters incident data into computer aided dispatch system and maintains various automated and manual logs, records and files relating to call-taking and dispatching activities.

Determines the appropriate agency and relays or transfers emergency and other calls for service requiring law enforcement or fire/EMS response to the appropriate agency for dispatch.

Processes alarm reports received from alarm companies accordingly to established standard operating procedures (alarms could be fire, police, CPSO, EMS or On-Star).

Answers administrative telephone lines, provides routine non-technical information upon request and refers or transfers all other inquiries to the proper person or department.

Essential Knowledge, Skills & Abilities:

Communications: Must have the ability to actively listen to others for an understanding of their needs & situations; ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar & structure.

Decision-Making: Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision-making process; the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to learn and apply new information; the ability to handle a variety of rapidly flowing information at once; the ability to remember numerous details.

Interpersonal Relationships: Must be consistent in dealing with people; must be able to detach from callers' emotions, yet project an image of empathy (*i.e., avoid personal involvement*). Must have the ability to maintain appropriate and constructive behavior and attitude in response to

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difficult or adverse situations. Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (*i.e., team worker abilities*). Must be able to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Professional Attitude: Must have the ability to act in a mature, dependable fashion; ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all telephone and personal contact. Must have the willingness & ability to respect private, confidential information; the ability and willingness to support and carry out directives.

Quality of Work: Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress. Must have the ability to adjust to new or unique situations; and the ability and willingness to show initiative in completing work assignments.

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 <i>Off</i>	2 Days	3 Days	4 <i>Off</i>	5 <i>Off</i>
6 <i>Off</i>	7 Nights	8 Nights	9 <i>Off</i>	10 <i>Off</i>	11 Days	12 Days
13 Days	14 <i>Off</i>	15 <i>Off</i>	16 Nights	17 Nights	18 <i>Off</i>	19 <i>Off</i>
20 <i>Off</i>	21 Days	22 Days	23 <i>Off</i>	24 <i>Off</i>	25 Nights	26 Nights
27 Nights	28 <i>Off</i>	29 <i>Off</i>	30 Days	31 Days		

Days 5:30am-5:30pm
Nights 5:30pm-5:30am

**This sample represents a typical 12-hour rotating shift. Do not assume this will be your schedule. This is only an example to allow you a better understanding of shift work