

City of Bowling Green
RECRUITMENT ANNOUNCEMENT
COMMUNICATIONS DISPATCHER
Police Department

No. 11-43 (Advertised)

APPLICATION DEADLINE: 4:00 p.m., October 28, 2011

DUTIES OF POSITION: Dispatchers respond to all emergency calls to the 911 system in Warren County, make appropriate reports and relay information as accurately and quickly as possible, and dispatch emergency services in response to calls. Employee monitors multiple radio frequencies while answering/handling phone and radio calls; constantly maintains officers and fire units' status of activities to ensure safety of officers and firefighters. Employee also operates computer terminal, transmitting, obtaining and entering a variety of data and records; checks data as requested; prepares briefing sheets and various reports.

JOB REQUIREMENTS: Must be able to work under stress and remain calm during emergencies. Must be able to communicate clearly and effectively with callers, police officers, other agencies, and fire departments. Requires ability to quickly dispatch telephone and radio messages, and utilize computer for dispatching calls & data records; requires confidentiality in dealing with police records. Must be able to perform essential duties of position. Age 21+ preferred. High school diploma or GED required, with one to two years of administrative and computer experience. Must achieve appropriate state certification within one year of hire, and must maintain certification.

WORK HOURS: The Communications Center is a continuous operation that requires working days, nights, weekends, and holidays. Full-time employees will work 40 hours per week. Overtime required as needed. Must be available to work all shifts during first 6-8 month training period including 5 weeks out of town training. Hours will then likely be afternoon/evening shift with flexibility required.

STARTING SALARY: Pay Grade 116, \$32,908/yr; excellent retirement & insurance benefits; earn 10 hours/month vacation, 8 hours/month sick; 9 other leave days/year.

HIRING PROCEDURE: Successful candidates must pass written test, LESI (psychological test), very thorough background investigation, polygraph, and interview to be eligible for employment. Test administered **November 5, 2011**.

APPLICATION DEADLINE: Applications for employment and additional information are available at the Human Resources Department, Ground Floor, City Hall, 1001 College Street, weekdays 7:30 a.m.- 4:30 p.m. or from our website at www.bgky.org and must be returned by 4:00 p.m., **Friday, October 28, 2011**.

Attachment: Job Description, Additional Information

49900

HUMAN RESOURCES DEPARTMENT CITY HALL 1001 COLLEGE STREET
P. O. BOX 430, BOWLING GREEN, KY 42102 (270) 393-3689 or 1-877-260-3987

The City of Bowling Green is an Equal Opportunity Employer & a Drug -Free Workplace

**CITY OF BOWLING GREEN
ADDITIONAL INFORMATION
COMMUNICATIONS DISPATCHER**



WORK HOURS: The Communications Center is a continuous operation that requires working nights, weekends, and holidays. Full-time employees will work 40 hours per week. Overtime required as needed; must be available to work all shifts during first 6-8 month training period including 5 weeks out of town training. Hours will then likely be afternoon/evening shift. Shift hours will vary; flexibility is required. Employees may have to work other hours to fill in for absent personnel. New employees can expect to work most weekends and holidays.

TRAINING: Employees will receive on-the-job and in-service training and are paid throughout their training period. Periodic training is required in order to maintain satisfactory job performance. Employees must be willing to attend occasional overnight training out-of-town. Five weeks of training at telecommunicator school at ECU in Richmond is required during the first few months of employment, as is annual recertification. Employees will also receive in house training over the first 6 to 8 months.

BENEFITS: Accrued Leave: Full-time dispatchers earn 1.25 vacation & 1 sick day/month, plus 7 holidays & 2 personal days. Full-time employees are in the Kentucky Retirement System, and are offered medical, dental, life & vision insurance. The City also offers deferred compensation retirement plans, free fitness membership, casual uniforms, and college education assistance.

HIRING PROCESS: The employment process includes a written test, LESI (psychological test), typing test, and oral interview. Due to access to confidential police records and information, a polygraph test and an extremely thorough background investigation are also required. The investigation will require the applicant to submit considerable information regarding employment, residence, and credit history, and will include investigator interviews with family members, neighbors, and current and former co-workers and employers. New employees are subject to pre- and post-employment drug tests.

The test is an entry-level examination for the specialized position of emergency communications personnel. It is not necessary to have previous experience and/or exposure to job-related texts or literature in order to take or pass the test. Applicants will be ranked based on their score and any related qualifications. Age 21+ is preferred.

The test contains two parts: an audio portion and the other is reading comprehension. Candidates will hear a variety of emergency calls and answer questions about the calls for the first section. Each call is taken to a critical decision point where the test taker must decide what would be best to do or say. The test requires the applicant to accurately record information that has been heard. The questions test for judgment, problem solving, multi-tasking, listening and communication skills, dealing with difficult and stressful situations, recording accuracy, sensitivity, and human relations skills.

A \$10 test deposit (check or money order ONLY) is required when completed application is returned.

The deposit will be refunded the day of the test.

TEST DATE AND LOCATION: The written test will be administered:

Saturday, November 5, 2011

Bowling Green Parks & Rec. Community Room

8:00 a.m. Central Time

225 East Third St, Bowling Green, KY

Including preliminary instructions, the test will take up to four hours. There will not be a test make-up date, thus anyone wanting to apply for dispatcher must make certain to be available on the test date. Anyone with an ADA-eligible disability needing reasonable accommodation to complete the written test should notify the Human Resources Specialist by Monday, October 31, 2011.

POSITIONS TO BE FILLED: Eligible candidates not hired for immediate openings could be placed on an eligible list for future vacancies.

APPLICATION PROCEDURE: Applicants should thoroughly complete the application form and return it by the advertised deadline of 4:00 p.m. Friday, October 28, 2011. *The following should also be enclosed with the application:*

1. *Completed Blue Card/EEO Information (enclosed).*
2. *\$10 test deposit (check or money order ONLY made to the City of Bowling Green).*
(Applications submitted without the test deposit will not be processed; deposit will be returned at testing site. Because of strict time constraints, incomplete applications may not be considered.)

Applications returned in person should be brought to the Human Resources Department, Ground Floor of City Hall, 1001 College Street, between 7:30 a.m. and 4:30 p.m. Applications returned by mail should be mailed at least five days in advance of the deadline, to the Human Resources Department, City of Bowling Green, P. O. Box 430, Bowling Green, KY 42102.

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Fax (270) 393-3298 www.bgky.org

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City of Bowling Green
2011 PUBLIC SAFETY
COMMUNICATIONS DISPATCHER
TESTING & SELECTION SCHEDULE

Oct. 9 – Oct. 23	Advertisement/Recruitment Period
Friday, October 28 4:00 p.m. Central Time	Deadline for submitting application, and test deposit
Saturday, November 5 8:00 a.m. to 12:00 Noon	Written test at Parks & Recreation Community Room
Thursday, November 17 10:30 a.m. – 1:30 p.m.	LESI (Psychological test) at Bowling Green Police Department Community Room
Nov. 29th - Dec. 2nd 8:00 a.m. and 11:00 a.m.	Polygraphs at Bowling Green Police Department
December 5 – January 18	Backgrounds
January 23 – 27	Oral Interviews and Typing Test
Wednesday, February 1	Recommendation for Commission
Tuesday, February 7	Commission Agenda
Monday, February 27	Candidates start work
TBA	Academy

This schedule is tentative and subject to change.