

City of Bowling Green  
**RECRUITMENT ANNOUNCEMENT**

**911 DISPATCHER**

**POLICE DEPARTMENT - COMMUNICATIONS**

No. 20-498 (Advertised)

**APPLICATION DEADLINE: Sunday, March 8, 2020**

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.

**REQUIREMENTS:** Must be able to work under stress and remain calm during emergencies; and communicate clearly and effectively with: callers, police officers, other agencies, and fire departments. Requires ability to quickly dispatch telephone and radio messages; utilize computer for dispatching calls and data records; and maintain confidentiality in dealing with police records. Must be able to perform essential duties of position. Age 18; U.S. Citizen; 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. Applicants must pass a polygraph examination; Law Enforcement Suitability Inventory Testing; and a thorough background investigation.

**WORK HOURS:** 40 hours per week with required overtime as needed. The Communications Center is a continuous operation with three (3) shifts (7:00 a.m. – 3:30 p.m.; 3:00 p.m. – 11:30 p.m.; 11:00 p.m. – 7:30 a.m.) that requires working nights, weekends, and holidays. 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. New employees can expect to work most weekends and holidays.

**SALARY:** Pay Grade 116 \$38,463/yr.; (\$18.49/hr.); plus full benefits package. Dispatchers earn 10 hours vacation and 8 hours sick days per month, plus 7 holidays & personal day per year.

**HIRING PROCESS:** The employment process includes: the Law Enforcement Suitability Inventory (LESI) 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, criminal, and credit history, and will include investigator interviews with family members, neighbors, and current and former co-workers and employers. Dispatchers are subject to random drug tests.

**WHAT TO EXPECT AFTER YOU SUBMIT YOUR ONLINE APPLICATION:**

Human Resources will mail to you a packet containing:

1. Letter Acknowledging receipt of your online application (contains test date information)
2. Form 180 – Request for Military Documents
3. Kentucky Law Enforcement Council – Form I-2 Pre-Polygraph Questionnaire

**The information in this packet is due completed on the day of your LESI test!**

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



# 911 DISPATCHER APPLICANT INFORMATION

## TRAINING

Dispatchers 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. Dispatchers must be willing to attend occasional overnight training out-of-town. Five (5) weeks of training at EKU in Richmond is required during the first few months of employment, as is annual recertification. Dispatchers will also receive in-house training over the first 6 to 8 months.

**NOTE:** New hires will be required to sign a Reimbursement of Law Enforcement Telecommunicator Training Costs Agreement, by which the Telecommunicator agrees to re-pay the City for a proportionate share of training costs, including salary and benefits paid prior to academy graduation, if the Telecommunicator leaves employment within three years of graduation. The training costs are forgiven at a rate of 2.8% per month following graduation.

## APPLICANTS WITH RELATED EXPERIENCE

**KENTUCKY:** Applicants presently certified in Kentucky as a communications dispatcher must provide proof of certification with the application. This applies only to communications dispatcher applicants currently certified by the Kentucky Justice Cabinet - Telecommunicator Basic Training Academy. The applicant must pass all other phases to make the eligible list. A copy of the Telecommunicator Diploma from the Kentucky Law Enforcement Council is sufficient for KY certification.

For Kentucky Certified Police Officers and Kentucky Certified Telecommunicators (Dispatchers) currently working at a police agency in the state of Kentucky, the City of Bowling Green will honor **up to** 480 hours of sick time upon hire (some conditions apply). Written documentation of remaining sick time from previous employer must be provided upon hire.

**OUT-OF-STATE:** The Kentucky Law Enforcement Council will review all requests for exemption. To determine whether or not out-of-state certification will transfer to Kentucky applicants will need to contact the Kentucky Law Enforcement Council (859-622-6218) with the following information:

## TESTING INFORMATION

Written testing required by the State of Kentucky, consists of the Law Enforcement Suitability Inventory (LESI). While the majority of the test is not times, the written testing could last 4 hours and must be completed in one session! Applicants will be notified of their testing session in their initial confirmation letter and through reminder emails.

Testing will be given promptly at the times and dates indicated. Anyone arriving late will not be allowed to take the test. Applicants not familiar with the test site should plan extra time to allow for any unforeseen circumstances: i.e., finding a parking place and registration. Applicants will be required to present positive identification (driver's license is sufficient) upon registering at the test site.

## ADA ACCOMMODATION

In order to comply with the Americans with Disabilities Act, if any candidate needs an accommodation to be made for an eligible disability, in order to complete a written test on the date assigned, please notify the Human Resources Coordinator by the advertised application deadline and specify the accommodation needed.

## POPS PHASE II – POLYGRAPH

A polygraph is required during the selection process, which includes the following: general truthfulness; truthfulness on the application; drug usage, buying, or selling; serious crimes committed; past thefts; arrest record; currently being wanted; and withholding background information. During the pretest portion of the examination, the examiner will review the actual questions with the candidate. If there are any admissions or problems regarding any questions, notations will be made and the questions will be reworded to address any admissions or problems.



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## **INTERVIEWS/OBSERVATION**

As part of the interviewing process, applicants selected to receive an interview will complete a typing test (this is not a pass or fail); have an oral interview and complete one hour of observation in the dispatch center after their interview.

## **SCHEDULING AND NOTIFICATION**

If an applicant is unable to participate in any of the scheduled events, it is the candidate's responsibility to provide ample notice (documentation may be required) to the Human Resources Department. Depending on the circumstances, the testing/hiring phase, and the overall hiring schedule it is at the sole discretion of the Human Resources and Police departments to grant an accommodation. Accommodating a candidate's rescheduling request is NOT guaranteed and therefore will require the candidate to have to withdraw from the process.

Except for the final notification of eligibility, candidates continuing onto each phase will be notified by telephone. It is important to provide phone numbers where you can be contacted or a message left for you. If you have a change of address, phone number, or work location after submitting your application it is important you notify and provide the information to the Human Resources Department. Candidates will be provided final notification of their status via email.

