

Iberia Parish Communications District Emergency Communications Center



Public Safety Telecommunicator Pre-Employment Packet

It is strongly encouraged that each applicant reviews this packet in its entirety prior to completing the application for employment!

Original: 12/2017

Dear Applicant,

The Iberia Parish Communications District (“District” herein) is pleased that you have decided to complete an application for employment with our organization. The Iberia Parish Communications District provides emergency 9-1-1 call taking for the entire parish of Iberia which encompasses a population of over 75,000 citizens. Through an agreement with the Iberia Parish Fire District #1, the District also dispatches the Iberia Parish Fire District #1 and each of the nine (9) sub-entities for all fire and emergency medical calls for service within the parish.

Each and every day a Public Safety Telecommunicator embarks on a new journey in their career when they log-in to their position within the Emergency Communications Center. As they tighten their headset and ensure that their systems are working properly, they have signaled that they are prepared to handle the worst possible situations at any given moment.

This packet has been prepared to provide you with essential information pertaining to the position of Public Safety Telecommunicator. The packet will further provide the applicant with an overview of the recruitment, selection, and training process of the District. Applicants are strongly encouraged to read the information in both this packet and the Applicant for Employment thoroughly as failure to follow and abide by instructions implied within may result in the applicant’s disqualification.

Due to a high number of expected Applications for Employment, each applicant is encouraged to provide a functional e-mail address that is checked often, if not daily, as most correspondence will occur electronically when feasible. While correspondence may occur electronically, it is important that the District make it profoundly clear to applicants that Applications for Employment will not be accepted electronically.

All applications are to be **submitted** to the following location:

Attention: Lance P. Provost II
Iberia Parish Communications District
300 Iberia St. Suite B130
New Iberia, LA 70560

For **questions** regarding the information within this packet or the Application for Employment:

Lance P. Provost II
Iberia Parish Communications District
Phone: 337-369-4427
E-Mail: lprovost@iberiagov.net

Iberia Parish Communications District Selection Process

In order to ensure that each applicant is afforded the same opportunities, the District follows a strict selection process as defined in their policy. All elements encompassed within the selection process are designed to use only those ratings criteria or minimum qualifications that are job or industry related. Furthermore, these elements are administered, scored, evaluated and interpreted in a uniform manner within the job classification.

All candidates not selected for positions shall be informed of such in one (1) of the following ways:

- ✚ Electronic Mail
- ✚ United States Postal Service
- ✚ Telephone Communication

Prior to the beginning of the selection process, applicants shall be informed, in writing, of the following:

- ✚ All elements of the selection process
- ✚ The expected duration of the selection process
- ✚ The Iberia Parish Communications District's policy on reapplication

It should be noted that this pre-employment packet serves as the applicant's written notification of the above listed topics.

Eligibility Requirements:

The minimum age requirements for all full-time and part-time positions is established by the District's Policy 6-2.4.A. No employee shall be under the age of 18 years old at the time of their employment. The Iberia Parish Communications District does not set a maximum age qualification for any employment opportunities.

All positions shall require the educational requirements of, at a minimum, a High School Diploma or the equivalent (i.e.; GED). Specialized positions may require further educational or certification requirements. Any employee that is applying for the position of Public Safety Telecommunicator shall have the minimum educational requirements of a High School Diploma or the equivalent.

Applicants must possess the ability to type at least 35 Words Per Minute (WPM). The Iberia Parish Communications District reserves the right to test any applicant or employee's typing speed at any point in time.

Applicants shall possess the ability to learn in a fast paced environment where employees are not only expected but required to put newly learned skills to use almost immediately.

Applicants shall also encompass excellent communications skills and basic computer skills!

Duration of the Selection Process:

The Iberia Parish Communications District is committed to the thorough investigation, review, and testing of all applicants within the selection process. Due to the extensive nature of the selection process, the duration of said process can last up to ninety (90) days. The Iberia Parish Communications District will make every reasonable effort to ensure that the selection process occurs in a timely but orderly fashion as prescribed by its policy.

Applicants may be selected to go through a variety of stages and may be notified multiple times of their results through each stage of the selection process. These notifications may include applicant disqualification, applicant advancement, special dates, times and locations of pre-employment orientation and testing, and interviews. Applicants determined to be ineligible for further advancement through the selection process shall be informed in writing, through the United States Postal Service or Electronic Mail, of such ineligibility within thirty (30) days. Ineligible applicants may be entitled to re-apply after sixty (60) days if within the guidelines of District policy. (This is discussed later in this packet).

Again, applicants will be informed of either their advancement through or disqualification from the selection process! Applicants should not assume that they have been, or will be, advancing to the next stage until specifically told by a representative of the District.

Application Retrieval and Processing:

The Director of Training for the District is tasked with receiving and processing all applications that are returned to the District or the denoted return location on or before the prescribed application deadline. Applications that are received after the deadline date will not be processed and shall be disqualified from the selection process.

Important factors considered during application review includes but is not limited to the following:

- ✚ Neatness
- ✚ Completion
- ✚ Thoroughness
- ✚ Employment Stability
- ✚ Minimum Qualification Establishment

Application Disqualification

Applicants may be disqualified prior to pre-employment orientation and testing due to a number of reasons or factors. When an applicant is disqualified from the selection process, the applicant shall be notified in accordance with the District's policy. This notification shall occur through electronic mail, United States Postal Service, or telephone communication.

Candidates may be disqualified from the selection process if their Application for Employment reveals the following:

Information Omitted: The requested information is utilized as a valuable tool that assists in determining the right applicant 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. The omission may be as a result of the applicant attempting to hide information about themselves or may be as a result of forgetfulness.

Improper Grammar / Unacceptable Spelling / Illegible Handwriting: The nature of the District's responsibility is communications. Applicants 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. Furthermore, applicants whose handwriting is illegible will be disqualified from the process.

Lack of Attention to Detail / Improper Completion: Applicants who disregard details requested on the application for employment may be disqualified due to their lack of attention to detail and requested information. Lack of attention to details may involve candidates entering information into the wrong areas, omission or failure to provide information requested.

Failure to Indicate Minimum Qualifications for the Position: Candidates who fail to include requested minimum qualifications may be disqualified from the selection process.

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

Position Applied for Does Not Exist: Applicants that have a non-existent position listed as the desired position on their application for employment may be contacted and informed of such. Applicants may be eligible to re-apply for existing positions if minimum qualifications have been met.

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

In accordance with District Policy, no applicant will be disqualified from the selection process based on age, race, sex, creed, color, religion, sexual orientation, veteran status, ADA-protected disabilities, marital status, national origin or ancestry, Any other status or characteristic covered by federal, state, or local law.

Background Investigation

A background investigation of each applicant will be conducted prior to any notification detailing pre-employment orientation and testing. The Public Safety Telecommunicator position is one of character and integrity. Furthermore, in the course of the job, Public Safety Telecommunicators may be granted access to both secure and confidential information, therefore, a background investigation assists the District in choosing only those applicants who are deemed appropriate to continue through the selection process. Should an applicant receive an unsatisfactory background check, the applicant may be disqualified from the selection process. All applicants shall have a background investigation completed to include but not limited to:

- ✚ Verification of an applicant's qualifying credentials
- ✚ A review of any criminal record
- ✚ Prior employment check
- ✚ Verification of at least three (3) personal references
- ✚ Warrants check
- ✚ Computer Aided Dispatch checks of name, phone number, and addresses.

Pre-Employment Orientation and Testing

The Iberia Parish Communications District requires each applicant to attend a Pre-Employment Orientation and Testing session during the selection process. The Pre-Employment Orientation provides each applicant with information about the Iberia Parish Communications District, the Emergency Communications Telecommunicators role in public safety, What is an Emergency Communications Telecommunicator?, the Emergency Communications Telecommunicator's work environment, Call volume and types, the systems used by the Emergency Communications Telecommunicator, the selection process and the training process.

The applicant shall also be required to take a Pre-Employment Test produced by Stanard & Associates titled "*The National Dispatcher Selection Test*" ("NDST" herein). The NDST objectively assesses the applicant's skill level in five important areas including: Reading Comprehension, Listening, Problem Solving, Prioritizing, and Multi-Tasking. Each applicant must successfully complete the NDST test with a percentage of 75% or greater. Applicants should expect to be at said sessions for approximately two and one half (2 ½) hours.

Pre-Employment Orientation and Testing sessions are mandatory and the District is not required to hold more than one (1) of each per selection process. Failure to attend said session(s) will result in the applicant being disqualified from the selection process.

Oral Interview

Applicants who successfully complete the Pre-Employment Orientation and Testing Sessions shall be contacted to schedule an oral interview. During this contact, the applicant will be informed of the following information:

- ✚ Interview Date
- ✚ Interview Time
- ✚ Interview Location
- ✚ Directions to the Interview Location
- ✚ Interview Expected Duration

Conditional Job Offer

Those applicants that are successfully endorsed by the oral interview board will be forwarded to the Executive Director for further approval. The District makes it profoundly clear that an applicant is not guaranteed employment throughout any portion of the Selection Process. This includes satisfying the prescribed requirements discussed above. Upon Executive Director approval, the Director of Training will contact the selected applicants to offer further instructions to the applicant on how to move forward with the process.

It should be noted that employment is contingent upon the successful completion of a medical examination, drug screening, and extensive training period.

Reapplication and Retesting

Reapplication, retesting, and reevaluation of applicants not hired on a previous attempt(s) is permitted after sixty (60) days as long as nothing in the applicant's history indicates an unfitness for employment. Applicants will be advised of their eligibility of such re-application upon notification of the decision to not employ the applicant. Reapplication and retesting sessions are scheduled based on actual or forecasted vacancies within the Iberia Parish Communications District.

Unfitness for employment includes a variety of factors including, but not limited to:

- ✚ The applicant has made false statement(s) of material fact(s), or intentionally misled the Iberia Parish Communications District by placing false information on his/her application or supplements thereto;
- ✚ The applicant has committed, or attempted to commit, a fraudulent act during any stage of the selection process;
- ✚ The applicant is an illegal alien not legally permitted to work in the United States;

- ✚ The applicant lacks credibility as a witness in a court of law; is unable to give testimony in a court of law without being subject to impeachment due to his/her honesty or veracity (or their opposites);
- ✚ Revelations of continuous unacceptable drug usage;
- ✚ Discovery of unsatisfactory criminal record;
- ✚ Other factors considered to be unbecoming of an Iberia Parish Communications District employee.

Equal Opportunity Employer

The Iberia Parish Communications District recognizes that to excel as a professional entity within Public Safety the District must continue to hire the best suitable applicants and secure the full participation and commitment of all employees. In keeping with this conviction, it is the policy and intent of the Iberia Parish Communications District to hire and provide all staff with the opportunity to grow, develop, and contribute fully to our collective success without regard to the following:

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|----------------------|---|
| ✚ Race | ✚ National Origin |
| ✚ Color | ✚ Age |
| ✚ Religion | ✚ Disability |
| ✚ Creed | ✚ Veteran Status |
| ✚ Sex | ✚ Marital Status |
| ✚ Sexual Orientation | ✚ Domestic Partner Status |
| ✚ Gender Identity | ✚ Any other status or characteristic covered by federal, state, or local law. |

Achievement of the goal of Equal Opportunity Employment is obtained through the deliberate and sustained effort to identify and eliminate all barriers to fair recruitment, employment and advancement of any and all applicants and employees.

Public Safety Telecommunicator - Job Description

Performs emergency call taking and dispatching duties for the Parish, including receiving and processing requests for law enforcement, fire, and emergency medical services often under stressful conditions. Work involves dispatching appropriate personnel for response to requests in protecting lives and property. Ensures calls are handled in a professional and timely manner while exercising judgment in urgency of calls as well as preparing and maintain various documents and logs as required.

Minimum Qualifications or Standards Required to Perform Essential Job Functions

- Physical Requirements:** Must be physically able to operate different types of equipment and machinery including office equipment, communications equipment, etc. Must be physically able to exert up to ten pounds of force occasionally and/or frequently lift, carry, push, pull, or otherwise move objects. Sedentary work involving sitting much of the time, with extended periods of time at a keyboard. Must be able to lift or carry up to twenty pounds.
- Data Conception:** Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.
- Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and instructions from supervisor.
- Language Ability:** Requires the ability to read a variety of policy and procedure manuals, computer manuals, maps, training manuals, etc. Requires the ability to enter data into computer and prepare records, reports, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.
- Intelligence:** Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to make routine independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.
- Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds, and in using law enforcement / fire service terminology.

Numerical Aptitude:	Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.
Form/Spatial Aptitude:	Requires the ability to inspect items for proper length, width and shape, and visually read various information.
Motor Coordination:	Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.
Manual Dexterity:	Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.
Color Discrimination and Visual Acuity:	Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.
Interpersonal Temperament:	Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations. The worker may be subject to danger or risk to a slight degree, or to tension as a regular, consistent part of the job.
Physical Communication:	Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.
Performance Indicators: Knowledge of Job:	Has thorough knowledge of the methods, policies and procedures of the Iberia Parish Communications District as they pertain to the performance of duties of the Public Safety Telecommunicator. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the Parish and of related departments and agencies. Is able to comprehend, interpret and apply regulations, procedures and related information. Is able to provide efficient, effective and professional service to the public, Firefighters and Law Enforcement Officers. Has knowledge of the methods and procedures of police and fire service communications, including 911 call taking, Computer Assisted Dispatching and radio communications. Has knowledge of and skill in the use of communications equipment. Has knowledge of departmental rules and regulations regarding the use of radio equipment and of maintaining contact with officers and various agencies. Has knowledge of the layout of the Parish roads and of the locations of various neighborhoods; is able to read, interpret and understand Parish maps. Is able to communicate via radio and telephone in a clear and concise manner. Is able to

communicate effectively with members of the public and deal with the public in a professional manner. Is able to obtain accurate information when dealing with callers who are upset, afraid, injured, etc. Is able to transmit accurate information. Is able to give accurate direction over the telephone, providing the shortest route possible to emergency scenes. Is able to properly and effectively handle stressful calls that require special training and insight for successful intervention by the appropriate personnel. Has knowledge of modern office practices and equipment. Has knowledge of modern office practices and techniques; has knowledge of and skill in the use of computers for data processing and records management. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Is able to offer assistance to fellow employees as necessary. Is able to function effectively as a member of a work team. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of the occupational hazards and safety precautions of the trade. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation

- time and leave requests.
- Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.
- Judgement:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.
- Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.
- Relationship with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.
- Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.
- Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Disclaimer: This job description is not an employment agreement or contract!

Management has the exclusive right to alter this job description at any time without notice!