

CITY OF OWENSBORO
TELECOMMUNICATOR AND CALLTAKER POSITION
INFORMATION, RECRUITMENT SCHEDULE,
AND FURTHER DETAILS

May 2021

INFORMATION AND DATES CONTAINED HEREIN ARE SUBJECT TO CHANGE

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BE SURE TO CHECK OFTEN FOR UPDATES AND FURTHER INFORMATION

****Applicants should begin preparation for this process immediately.****

POSITION INFORMATION:

SUMMARY OF POSITIONS:

Telecommunicator: Full Time. In the 9-1-1 Central Dispatch Unit, operates communication equipment to receive calls for assistance, and dispatches personnel and equipment to emergency scenes.

Calltaker: Part Time / Intermittent. Assists in the 9-1-1 Central Dispatch Unit as needed; may operate communication equipment to receive calls for assistance, and dispatch personnel and equipment to emergency scenes.

MINIMUM QUALIFICATION REQUIREMENTS:

- Requires High school diploma or G.E.D.
- Associates degree and/or telecommunications experience preferred but not required
- Must have valid driver's license
- Requires strong attention to detail, computer and communication skills, the ability to deal with stressful situations, and other requirements of job description.

Kentucky residency is NOT required.

CURRENT PAY AND BENEFITS:

Telecommunicator: Current Base hourly rate is \$18.6895/hour. If you work 2,080 hours per year, this amounts to approximately \$38,874. Excellent benefits. Employees are eligible for pay increases and benefits in accordance with applicable policy and contingent upon budget approval. Pay and benefits are subject to change.

Calltaker: \$14.00/hr. Except as mandated by applicable law, there are no benefits. Pay is subject to change.

CURRENT REGULAR WORK HOURS:

Telecommunicator: As assigned, but generally 8 hour days (40 hours/week). Shift assignments may vary (1st, 2nd, 3rd shifts), including weekends and holidays. Initial training period consists of 4.5 weeks in Richmond, Kentucky at the Academy.

Calltaker: As assigned, but generally less than 100 hours per month on average. Shift assignments may vary (1st, 2nd, and 3rd shifts), including weekends and holidays.

RANKING PROCESS / ELIGIBILITY LIST

We hope to certify the eligibility list by **July 1, 2021**. Applicants will be ranked highest to lowest per position, based on the results of this exam. Initially, the City will determine, based on anticipated need and starting with the highest ranking score, how many scores/candidates may move forward to the next step(s) of the process, which may consist of, but is not limited to, (1) interview, and (2) if still under consideration after the interview, a background investigation.

If necessary, the City reserves the right to work its way down the eligibility list. We reserve the right to keep the list active, or to terminate the list and start fresh at any point. Again, please note that this process is not the only manner in which we recruit. For example, we reserve the right to hire lateral transfers, or promote or transfer from within, at any time.

Please note that in accordance with applicable policy and law, applicants may be removed from the list at any time. Furthermore, the City of Owensboro is under no obligation to certify the list, or offer employment to any person(s) on the list. In the event the list is not certified, the City reserves the right to hold a new recruitment process to establish a list. The City furthermore reserves the right to discard any one or more portions of the testing process, and re-conduct such testing if necessary to certify the list under applicable policy and law, at its discretion. Once the list is certified, the City reserves the right to re-certify the list in accordance with applicable policy and law (e.g. when necessary to make a correction). Vacancies that originate while the list remains active in no way obligate the City of Owensboro to fill such positions.

We do not release where you rank on the list. Your standing on the list is subject to change, in accordance with applicable policy and law.

SUBMISSION OF REQUIRED DOCUMENTATION: DUE WITHIN 3 BUSINESS DAYS OR AS REQUESTED

The following information is required of applicants progressing to the background investigation phase. You will be required to submit this documentation within 3 business days or as requested if you wish to remain under consideration. If you choose to mail it, please use Federal Express or another method where it can be tracked if lost. Such information shall be sent to the following address:

Jo Hall, Support Services
Owensboro Police Department
222 E 9th Street
Owensboro, Kentucky 42303

Failure to submit sufficient evidence of qualifications on time may result in disqualification. The Owensboro Police Department reserves the right to determine what it considers to be "sufficient" evidence.

Required documentation includes, but is not limited to:

- ❖ Must submit copy of Valid Driver's License, and
- ❖ Must submit copy of Valid Social Security Card, and
- ❖ Must submit copy of High School diploma or GED (a copy of both your transcript and diploma, and
- ❖ Must submit copy of Valid DD214 (if applicable), and
- ❖ Must submit copy of evidence of any certifications, training, college transcripts/diplomas, etc. you may have that may benefit the job (if applicable)

To qualify for employment, applicants must meet all requirements/qualifications and be at least 18 years of age prior to the hire date. At any time during the recruitment process, the City reserves the right to eliminate applicants failing to meet requirements/qualifications.

INTERVIEWS, BACKGROUND SCREENING, AND REMAINDER OF PROCESS (DATES VARY)

Travel, meals, and lodging are not paid, arranged, or provided by the City.

Interviews. The details of exact time and where to report will be provided at a later time, for those progressing to the interview phase. Arrive at least 15 minutes early. .

The City reserves the right to conduct additional interview(s) if necessary, in person or by phone, to determine who progresses to the background investigation.

After the interview process is complete you may be: returned to the eligibility list, removed from the list, or recommended to proceed onto the background screening process. We reserve the right to keep the list active, or to terminate the list and start fresh at any point. Again, please note that this process is not the only manner in which we recruit. For example, we reserve the right to hire lateral transfers, or promote or transfer from within, at any time.

Background Screening. If recommended to continue in the process after the interview, the next step is the background investigation.

The background investigation will include, but is not limited to, criminal record, motor vehicle record, vehicle accident history, personal and employment references, employment history, educational history, and polygraph examination, and is to be conducted by the Owensboro Police Department or its designated representative(s). Unless required by applicable law, information we obtain during our background investigation and evaluation process will not be released to you.

After the background screening process you may be: returned to the eligibility list, removed from the list, or recommended for hire. We reserve the right to keep the list active, or to terminate the list and start fresh at any point. Again, please note that this process is not the only manner in which we recruit. For example, we reserve the right to hire lateral transfers, or promote or transfer from within, at any time.

Job Offers and Remaining Closure Notices. We hope to mail job offers to those selected, and closure letters to those not selected, by **August 13, 2021** (assuming we have vacancies at that time). If you have not heard something shortly thereafter, please feel free to call us at 1-270-687-8861. If not selected, we will not release the reason(s) why, unless required by applicable law.

Post-Offer, Pre-Employment Requirements. Those who are offered employment, and who accept the terms of the contingent job offer, must successfully complete the post-offer, pre-employment requirements (e.g., drug screen, physical exam, lab work, psychological evaluation, etc.). This will involve *quite a bit of time, possibly on several dates*, depending on the schedules of our health care providers, etc. You may have little advance notice. The details of exact time and where to report will be provided at a later time.

Formal Approval and Anticipated Hire Date. You have no right to employment unless you meet all of the requirements stated in the job offer. We must have satisfactory results of all the post-offer, pre-employment requirements no later than **September 3, 2021**.

We anticipate the **Calltaker** (part time / intermittent) hire date to be during the week of **September 13, 2021**.

Contingent upon approval at the **September 21, 2021** City Commission meeting (date subject to change), we anticipate the **Telecommunicator** (full time) hire date to be **October 11, 2021**. This should provide approx. two weeks to offer one's resignation to his or her current employer, **if applicable**. In addition, for those hired as full time Telecommunicators, the Academy training dates in Richmond are yet to be determined. The Academy runs 4.5 weeks.

IF YOU'RE NOT SELECTED:

Keep in mind that this is an extremely competitive process where numerous applicants are competing for only a few positions. We consider all applicants fairly and in accordance with applicable law. If you are not selected this time, we encourage you to apply in the future. We are limited in the feedback we can provide as to why you were not selected, and will not release the reason(s) why unless required by applicable law. If you were not selected, remember that there may be things you can do to enhance your chances next time. Of course, there are never any guarantees for employment. For example, you might consider:

- *Refrain from criminal or other questionable conduct, (e.g. use of illegal substances, major or numerous driving infractions, theft, etc.)*
- *Keep a clean criminal and driving record*
- *Be honest and forthright, and maintain a high level of integrity and trustworthiness*
- *Be dependable and reliable*
- *Maintain a positive and steady work history, with strong job performance, work ethic, and attendance*
- *Build a good relationship with your employers*
- *Enhance your interpersonal skills*
- *Practice your interview and communication skills (e.g., videotape yourself; have family/friends give you a mock interview)*
- *Practice typing*
- *Improve your written exam skills*
- *Pursue additional education, training, or military experience beyond high school*
- *Obtain professional related certificates*
- *Gain experience in public safety or other emergency-related work*
- *Establish yourself as a leader in the community through volunteer work or other activities*
- *Provide as much detail on your application as possible*
- *Frequently check our website for current recruitment details*