

Monett 9-1-1 Communications

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JOB FACTS INFORMATION

MONETT MISSOURI 911 COMMUNICATIONS DIVISION

911 COMMUNICATIONS OFFICER POSITION

Joining the Monett, MO 911 Communications Center means you will never stop growing, learning, and improving. You will work in a fast paced, challenging, and exciting environment. You will receive a competitive salary and good benefits package. Most of all, you can make a real and positive difference in peoples' lives.

**THE ATTACHED PAGES CONTAIN A GENERAL DESCRIPTION OF THE POSTION OF
A 911 COMMUNICATIONS OFFICER AND OUTLINE THE DUTIES,
RESPONSIBILITIES, NEW-HIRE TRAINING PROGRAM, AND WORKING
CONDITIONS OF THE POSITION.**

**ALL APPLICANTS ARE ENCOURAGED TO CAREFULLY READ AND FAMILIARIZE
THEMSELVES WITH THE INFORMATION ON THE ATTACHED PAGES.**

GENERAL STATEMENT OF ESSENTIAL JOB TASKS:

The 911 Communications Officer's primary responsibility is to answer 911, emergency, non-emergency, and administrative voice and TDD telephone calls for service and simultaneously enter the information into the computer using a computer style keyboard and computer-aided dispatch system. Based on the information secured the 911 Communications Officer determines the nature of the call and what type of assistance or information is needed. For emergency calls requiring police, fire and/or emergency medical response, the 911 Communications Officer dispatches via radio console, units to respond to the scene according to established procedure, priority and availability of units. The 911 Communications Officer is additionally responsible for recording and monitoring the activity of units that self-initiate actions and for retrieving and accurately relaying to requesting field units, information contained in the state computer system (MULES) and the National Crime Information Center (NCIC) system.

TRAINING

911 Communications Officer undergo a rigorous formalized new-hire training program that is 16 weeks in duration. Included are classroom lectures, assigned readings, work simulation and scenarios, and closely supervised on-the-job performance instruction. 911 Communications trainees must expect to receive regular reminders of and correction of errors and mistakes and are expected to learn from these errors and mistakes. Upon successful completion of the training program, 911 Communications Officers remain on probationary status until their 6 month anniversary of employment with the department.

During training, 911 Communications Officer trainees must learn and correctly use an extensive vocabulary of law enforcement and public safety related terminology. 911 Communications Officer must be able to read and understand large volumes of written material (911 Communications Manual, Monett Police Department Standard Operating Procedures Manual, Missouri Uniform Law Enforcement System Manual, etc.). 911 Communications Officer trainees must learn and be able to consistently apply a large number of complex police policies and procedures.

While in training, 911 Communications Officer trainees must develop eye-hand coordination sufficient to operate and view multiple computer monitors, their associated computer keyboards, and complex radio and telephone communications equipment in rapid succession and / or simultaneously. Systems in use include but are not limited to a 911 emergency telephone station with integrated mapping, a computer-aided dispatch system, and a radio communications console. These systems require the memorization of and quick and accurate use of a large number of short commands codes to obtain and input data accurately and rapidly on a consistent basis.

Comprehensive monitoring of on-the-job performance will be done both during and after the initial new-hire training period. Failure to consistently perform up to established performance standards during or after the training period, excessive tardiness, unexplained absence or other policy or rule violation will be grounds for progressive disciplinary action, up to and including discharge.

PERFORMING ON THE JOB

911 Communications Officers during shift change are presented with a large amount of information regarding criminal activity, criminal trends, procedural matters, and equipment status. This type of information is also posted on the CAD system and roll call clip board to be reviewed at the beginning of each shift. 911 Communications Officers are expected to retain and use this information, as needed, during coming shifts and over the next days, weeks, and even months.

911 Communications Officer must qualify through the initial new-hire training program to be able to successfully perform each different duty within the 911 Communications Division. Failure to successfully train and qualify to work at all functions will result in termination from the training program.

911 Communications Officer continuously weigh and evaluate large volumes of information. 911 Communications Officers must consider numerous factors in determining the appropriate responses to requests. Among these are: the nature of the incident, the proper response agency, availability of resources, potential safety of the caller and response personnel, geographic location of the incident, emotional and physical condition of the caller, and criminal involvement and trends. 911 Communications Officers must accurately and rapidly interpret disjointed information and make quick decisions regarding the urgency of a response, applicability for referral to other agencies, etc. One or more persons' safety and/or life may be dependent upon these decisions. 911 Communications Officers are expected to make appropriate decisions based on training, experience, judgment, established procedures, and "hunches". 911 Communications Officer's decisions are subject to constant review. Mistakes or errors in judgment and decision-making may result in constructive critique, correction, criticism, and/or formal disciplinary action.

911 Communications Officer must be able to quickly and accurately recognize letters, numbers, addresses, names, and license numbers received by radio, by telephone, or on a computer monitor. Data is often presented simultaneously or in rapid succession. Data must be entered accurately compared with information from previous calls (suspect descriptions, license numbers) to determine if it is new and/or updated, and if so, should be reported as such.

911 Communications Officers must quickly and accurately obtain information from callers necessary to determine the appropriate response agency. 911 Communications Officer must control conversations and obtain needed information in an accurate, timely, and assertive manner. This may be complicated by callers who are often aggressive, distraught, confused, profane, impaired by mental defect, and sometimes nearly incomprehensible.

911 Communications Officers must maintain high professional standards and attitudes when obscene language is directed at them, when handling emergency situations, and in handling large numbers of nuisance, hang up, or non-emergency calls.

911 Communications Officers must have sufficient verbal and written skills to accurately and efficiently relay relevant information via radio or computer systems. Written communications must be concise and to the point while providing accurate information (suspect description, incident type, caller name) that may be important to the safety of the caller and/or responding personnel.

Any call may require the 911 Communications Officer to perform several activities simultaneously. Examples include maintaining contact with a 911 caller while calling the appropriate response agency, updating incident information while monitoring radio traffic, or speaking with a caller while determining response unit availability.

911 Communications Officers often work at a very rapid pace over which they have little control due to workload and the nature of the incidents. 911 Communications Officer are often unlikely to follow-up on and learn the final resolution of calls received earlier in their shift.

WORKING CONDITIONS

911 Communications Officers work within an organization structured on a “military” model. They must wear a uniform while on duty and are part of a formal chain of command. 911 Communication Officers have no choice on which days or shift they must work and may not receive consecutive days off. 911 Communications Officer may have their work schedules changed on short notice, regardless of personal consideration or childcare needs. 911 Communications Officers must report for duty as ordered in emergency situations such as severe weather or disasters, regardless of personal considerations or childcare needs.

911 Communications Officers work in an assigned office area and are unable to leave their work station for any time during a shift other than brief breaks as the workload allows. Due to the unpredictable workload, regularly scheduled breaks are not guaranteed.

911 Communications Officer work in and often noisy and distracting environment. 911 Communications Officers must be able to concentrate on their jobs for extended periods of time while other 911 Communications Officer are taking calls, people are walking around them, and conversations are taking place in close proximity to them.

SCHEDULING

The Monett 911 Communications Division is staffed with communications officers 24 hours a day, 365 days a year.

Work shift hours vary within the Communications Division. Standard Communications Officer work weeks are typically 4 days on-duty (3 – twelve hour shifts and 1 four hour shift). There are also certain other work shifts and/or days-off combinations that may vary with operational needs of the department. Because the Communications Division must be staffed at all times, mandatory overtime may be assigned at any time with little or no advance notice.

A 911 Communications Officer may be assigned to any one of these shifts and a 911 Communications Officer’s assigned shift and /or days off may be changed to meet the operational needs of the division.

911 Communications Officer must be prepared to remain in the Communications Center for an entire shift.

911 Communications Officers must schedule meals and breaks as their workload allows. The Communications Center is housed in a non-smoking facility. Due to varying and unpredictable workload conditions, uninterrupted break times are not guaranteed.

911 Communications Officers must not be late to work, since each position must be covered at all times. An employee who is late causes an outgoing person to be assigned to work overtime to cover the position. Excessive lates are subject to discipline, up to and including termination.

Because the Communications Division must be staffed 24 hours a day, 365 days a year, 911 Communications Officers will be required to work a high percentage of nights, weekends, and/or holidays.

TRANSPORTATION

911 Communications Officers must have reliable transportation available which will allow them to get to work for any assigned shift work including shifts scheduled on the weekends and holidays, as well as periodic short-notice overtime assignments and during periods of inclement weather.

ESSENTIAL PREREQUISITE SKILLS AND ABILITIES

Must be able to type 40 words per minute with a 70% accuracy rate.

Must have the ability to handle objectionable contacts with tact and diplomacy, the ability to retain emotional control, honesty, and productivity while under pressure from irate or abusive callers, shortage of time, personal problems, requirements of supervisors or other sources.

Must have the ability and willingness to adapt to new and/or unique situations.

Must have the ability to learn and apply new information; the ability to remember and recall numerous details (excellent memory retention and recall).

Must have the ability to act in a decisive manner, using good judgment (“common sense”) and the ability to maintain objectivity in the decision making process.

Must have the ability to appropriately handle stressful situations; the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations.

Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for your actions.

Must have the ability to contribute to a pleasant and productive working environment by maintaining a positive attitude when carrying out duties and complying with department policies and procedures; the ability to work cooperatively with supervisors and establish cohesive, effective working relationships with peers (i.e. positive team-worker skills and abilities).

Must have the ability to act in a mature dependable fashion; the ability and willingness to maintain dependable work habits such as reporting for duty on time, without the need for prompting and/or supervisory intervention.

Must have the ability to show initiative in completing work assignments; the willingness and ability to support and carry out directives without prompting.

Must have the ability to perform multiple tasks simultaneously; the ability to do several things at one time and still remain focused under stress.

Must have the ability to respect and maintain confidential information.

SUPERVISION

The 911 Communications Officer works under the direct supervision of the 911 Shift Leaders.

The 911 Communications Officer must conduct duties and act in accordance with established policies, procedures, rules, and regulations. In view of the infinite number of special and unusual circumstances that can be present in this work, the 911 Communications Officer is also expected to regularly exercise judgment, work experience, and discretion on a consistent basis.

MINIMUM QUALIFICATIONS FOR APPOINTMENT

Must be 18 years of age.

All candidates without a criminal history or a serious driving violation will be invited to participate in the application process. The application process includes a written assessment battery designed to determine the applicant's compatibility with the essential and prerequisite skills and abilities required for successful performances in this position will be administered.

Candidates receiving a passing score on the written assessment battery may be invited to appear before an oral interview board. Those applicants selected by the interview board to continue on in the process will undergo an extensive personal and criminal background investigation and a psychological assessment.

Candidates that no-show for any scheduled testing or interview sessions during the selection process will be eliminated from further consideration for the position.

Candidates must have the ability to hear and understand simultaneous sound sources coming through a communications headset and/or radio speaker(s) and/or standard telephone receivers.

Candidates must have the ability to hear and understand other outside sound sources while wearing a communications headset (i.e. the ability to hear sound sources not coming through the headset; the ability to hear out of both ears).

Candidates must have the ability to speak English clearly, fluently, and articulately using vocabulary appropriate to the audience.

Candidates must have the ability to write English legibly, using proper English grammar, spelling, punctuation, and structure.

Candidates must have the ability to record names and numbers accurately (i.e. not transpose numbers and/or letters).

Candidates must be able to read and understand written communications; the ability to read and discern visual images on a variety of media.

Candidates must have the ability to remain seated at the same work station for up to 12 hours at a time, taking only short breaks as the workload may allow for.

Candidates will be required to complete the non-commissioned applications process- see attached guidelines.

NON-COMMISSIONED OFFICERS APPLICANT SCREEING GUIDELINES

APPLICATION PROCESS

- 1) Complete the City of Monett Application for law enforcement related fields.
- 2) Authorize background check.
- 3) Applications will be kept on file for one year from the date of submission.
- 4) Criminal history and driving records will be run on all submitted applications.
- 5) Applicants without a criminal history or a serious driving violation will proceed to Phase I of the applicant screening process.

APPLICANT SCREENING PROCESSS – PHASE I:

(1) Written Exams

<u>Spelling Test</u> –	<i>Test of spelling skills for 25 words utilized in a law enforcement setting</i>
<u>Word Knowledge Test</u> –	<i>General word knowledge skills referencing definitions, synonyms, and antonyms.</i>
<u>General Aptitude Test</u> -	<i>General knowledge test over areas of mathematics, geography, grammar, reasoning, etc. This is a timed test.</i>
<u>Split Ear Multi-Task Test</u> -	<i>Series of colors, numbers, and letters given in overlapping sequence to test multi-tasking ability.</i>
<u>Controlled Chaos Test</u> -	<i>Tests ability to keep track of officer's status and time through radio communications.</i>
<u>Written Essay</u> -	<i>Two page handwritten essay to evaluate writing skills and process.</i>
<u>Typing Test</u> -	<i>Computerized typing test – PASS OR FAIL – must meet 40 words per minute requirement with a 70% accuracy rate.</i>

Written exams will be scored at the end of this phase of the screening process. Applicants who have a combined score of 70% or above on the written exams (except the typing test) will proceed to Phase II of the screening process. Applicants who score below 70% will not be considered for employment during the current screening process, said applicants will not be allowed to test again within a 12 month period. After 12 months, applicants can submit a new application and will be allowed to test for a second time.

APPLICANT SCREENING PROCESS PHASE II

- 1) Oral Board Interview – *includes a board of department employees posing questions relating to job scenarios, job performance, etc.*

At the end of phase II of the screening process applicants' scores will be processed and combined with the scores in phase I, the top five scores will proceed to phase III of the applicant screening process. If at any time one of the top five candidates is eliminated the applicant with the next highest score may be moved into the group of candidates being considered in phase III of the screening process.

APPLICANT SCREENING PROCESS PHASE III

- 1) **Extensive Background Check** - *includes former employers, friends, financial background*
- 2) **Fingerprint submission for criminal history / MULES purposes**

At the conclusion / successful completion of phase III of the applicant screening process a “conditional offer” of employment will be made to the top candidate, who upon acceptance will go on to phase IV of the screening process.

APPLICANT SCREEING PROCESS PHASE IV

- 1) **MMPI (Minnesota Multiphasic Personality Inventory)**
- 2) **Health Exam / Hearing Exam / Vision Exam / Drug Screen**

At the conclusion of phase IV of the applicant screening process an offer of employment will be made to the candidate(s) successfully completing the screening process. If said offer is declined then the 911 Communications Division will consider applicants who successfully completed phase III.

Any applicant who successfully completed phase II or phase III of the screening process will have their application and scores kept on file for future consideration for one year. If an applicant so chooses he or she may re-test (try to improve his or her score(s)) after one year from the previous testing date, if said testing is offered.