

1009 11th Avenue/PO Box 191
Sidney, Nebraska 69131
308-254-2880



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Job Description: Emergency Telecommunicator
Rate: \$20.00/hr., full-time, benefited, non-exempt from overtime
Reports to: Comm. Center Director
Closing date: open until filled

Primary Purpose: Provide the highest quality customer service to all user agencies and citizens through teamwork and the accurate, efficient intake, processing and dissemination of emergent and non-emergent calls coming into the Cheyenne County Emergency Communications Center.

Essential Job Functions: (the following duties ARE NOT necessarily a comprehensive list of all duties performed by some or all employees with this job classification. Additional duties may be required by some or all employees.)

- Effectively and efficiently operate a multi-line telephone console system, alerting systems, and TDD system for the deaf and hearing-impaired for both emergent and non-emergent calls.
- Accurately, completely, and concisely enter calls for service into the CAD (computer-aided dispatch) system using appropriate abbreviations without altering the content and without omission of pertinent information about the call.
- Proficiently multi-task, micro-prioritize and process emergent and nonemergent calls quickly and accurately while also processing radio traffic.
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes.
- Perform emergency medical dispatch by asking vital questions and providing appropriate pre-arrival instructions and crisis intervention.
- Operate radios and dispatch appropriate agency (or agencies) to respond to calls for service entered.
- Monitor all radio traffic on all channels for all user agencies and maintain ongoing contact with all responding personnel and equipment as well as providing updated pertinent information as it becomes available, in order to facilitate responder safety, scene safety and citizen safety as accurately and completely as possible.
- Assist in coordinating resources during significant emergency incidents as necessary.
- Accurately maintain various dispatch documents, logs, forms, and records, both manual and automated as applicable/necessary.
- Accurately query, interpret, enter, modify, verify, confirm, validate, clear, and cancel law enforcement documents such as warrants, protection orders and any other documents as required.
- Monitor security cameras and control access to the Communications Center.
- Perform other duties as directed/requested or as the situation dictates.
- Work professionally with a diverse group of people.
- Ability to grow and change with fast-paced, technology driven upgrades in the public safety sector.
- Ability to work shift work, work independently and at times with limited direct supervision.

Knowledge and Skills Necessary:

- Ability to demonstrate the following:
 - Type accurately *while conversing with callers* at a minimum of 25 wpm.

- Working knowledge of computers and electronic data processing; working knowledge of modern office practices.
- Learn and apply CCECC policy, procedure and methods used.
- Learn the care and operation of all CCECC equipment and software.
- Communicate clearly and concisely, both orally and in writing using the English language.
- Deal tactfully and efficiently using diplomacy and excellent customer service skills with a variety of people/personalities; including those who are frightened, angry, hostile, under great stress, children, and elderly callers.
- Excellent interpersonal skills as it applies to interacting with co-workers, supervisor(s), representatives of the agencies we serve and the public.
- Good decision-making practices and the skill to perform tactfully and proficiently under stress.
- Respond rapidly, accurately, and efficiently to emergent situations while maintaining the composure necessary to prioritize and coordinate the appropriate response; and to maintain a high level of professionalism, productivity and proficiency during periods of stress and/or sustained periods of high activity in the comm center.
- Read and interpret different kinds of maps.
- Follow oral and written instructions.
- Maintain confidential information.
- Differentiate between emergency and non-emergent incidents.
- Present with a clear and understandable telephone and radio voice sufficient to be easily heard.

Minimum Qualifications:

- High School diploma or equivalent
- Must be 19 years of age as of the date of hire.
- Must be able to obtain CPR certification within time frame as established by department.
- Must be able to obtain NCIC certification within time frame as established by department.
- Must be able to successfully complete any Emergency Telecommunicator program(s) as mandated by the State of Nebraska or the department within the time constraints set forth by the State or the department.
- Must be able to successfully complete FEMA mandated NIMS/ICS training within the time frame as established by the department.
- Must be able to successfully complete EMD, EFD and EPD program training within the time frame established by the department.

Physical and work requirements and job conditions:

- Must be able to:
 - Work in a seated position for extended periods of time.
 - Reach and twist from the waist in a seated position.
 - Pass drug and alcohol testing.
 - Work in secured basement setting with no windows.
 - Have vision sufficient to perform all required duties and use all equipment proficiently, including being able to distinguish colors on dispatching screens and other forms of media.
 - Ability to hear, distinguish, and understand multiple sound sources.
 - Arm, hand, and finger dexterity sufficient to perform all job requirements proficiently.
 - Move up to 20lbs.

Please note:

Holiday, weekends, and shift work are required.

Occasional overtime and on call may or may not be required.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The County realizes that an individual with a disability may require an accommodation to enable him or her to successfully perform a job function. Consideration will be given to reasonable accommodations.

CHEYENNE COUNTY
Equal Employment Opportunity Employer
[INCLUDES CRIMINAL HISTORY INQUIRY]

Application for Employment
This application is good for 30 days or until the position is filled.

Cheyenne County assures equal employment opportunity to applicants and employees in all aspects of personnel administration without regard to political affiliation, race, color, national origin, sex, age, marital status, pregnancy, mental or physical disability, genetic information, religion, military status, gender identity, sexual orientation, or any other prohibited basis of discrimination, as provided under applicable state and federal law.

FEDERAL LAW OBLIGATES US TO PROVIDE REASONABLE ACCOMMODATION TO THE KNOWN DISABILITIES OF APPLICANTS AND EMPLOYEES, UNLESS TO DO SO WOULD POSE AN UNDUE HARDSHIP. PLEASE FEEL FREE TO LET US KNOW IF YOU NEED AN ACCOMMODATION TO COMPLETE THE APPLICATION PROCESS OR TO PERFORM ANY ESSENTIAL ELEMENTS OF THE POSITION SOUGHT.

Type of Work Desired (CHECK ALL THAT APPLY):

Full-Time ☐ Part-Time ☐ Regular ☐ Temporary ☐

Have you ever been employed here before? ☐ Yes ☐ No _____ If yes, give date:

Have you filed an application here before? ☐ Yes ☐ No _____ If yes, give date:

Applicant's Name (Last, First, Middle Initial): _____

Street Address: _____

City, State, Zip Code: _____

Home Telephone Number: _____ Work Telephone Number: _____

Position Applied For: _____ Date Available for Work _____

How did you learn about the job you have applied for? (Be specific as to the source.)

Are you legally authorized to work in the United States? ☐ Yes ☐ No

If hired, you will be required to submit documents sufficient to establish employment authorization and identity in compliance with the Immigration Reform and Control Act of 1986. While you need not provide this proof of citizenship or immigration status at the time you are interviewed, please be prepared to assure us that you can do so immediately upon being hired if you receive an offer of employment.

Have you ever been convicted of, pleaded guilty to, pleaded no contest or nolo contendere to, been paroled for, received probation or deferred judgment for, or received a suspended imposition/execution of sentence or judgment for any felony or misdemeanor (other than a minor traffic violation) in any jurisdiction? ☐ Yes ☐ No

Do you have any pending criminal charges in any jurisdiction (other than a minor traffic violation) that have not yet been fully resolved or disposed of? ☐ Yes ☐ No

If yes to either question, please provide details (date, jurisdiction, crime involved, disposition, current status, etc.): _____

(Conviction or pending arrest will not necessarily disqualify you from employment. The recency, severity, and pertinence of the conviction or pending arrest to the job will all be considered.)

[A veteran requesting preference must submit with his/her Application for Employment a copy of the veteran's Department of Defense Form 214. A spouse of a veteran requesting preference must submit with his/her Application for employment a copy of the veteran's Department of Defense Form 214, a copy of the veteran's disability verification from the United States Department of Veteran Affairs demonstrating a 100 percent permanent disability rating, and proof of marriage to the veteran.]

List below the positions you have held, starting with your present employment. If more than one position or classification has been held with a given organization, list each position or classification as a separate period of employment. Under "Specific Duties," describe clearly the tasks you performed and the nature of your supervisory, technical, or other responsibilities. Please be complete. Your employment history may be verified by contacting previous employers. Volunteer, military, or unpaid experience will be evaluated in the same manner as paid employment and should be entered in the same manner. If you need more space, attach a separate sheet of paper. Please exclude organization names that indicate, for example, race, color, religion, sex, disability, or national origin.

Employment Information		Description of Duties	
Employer/Kind of Business		Position Title	
Street Address		Specific Duties	
Immediate Supervisor/Title		Telephone Number	
Dates of Employment (Month/Year) From: To:		Hourly Rate/Salary Starting: Final:	
Part-Time <input type="checkbox"/> Full-Time <input type="checkbox"/>			
Reason for Leaving			
Employment Information		Description of Duties	
Employer/Kind of Business		Position Title	
Street Address		Specific Duties	
Immediate Supervisor/Title		Telephone Number	
Dates of Employment (Month/Year) From: To:		Hourly Rate/Salary Starting: Final:	
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Part-Time <input type="checkbox"/> Full-Time <input type="checkbox"/>			
Reason for Leaving			

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Employer/Kind of Business	Position Title
Street Address	Specific Duties
Immediate Supervisor/Title	Telephone Number
Dates of Employment (Month/Year) From: _____ To: _____	Hourly Rate/Salary Starting: _____ Final: _____
Part-Time <input type="checkbox"/> Full-Time <input type="checkbox"/>	
Reason for Leaving	

EDUCATION/SKILLS RECORD

Please list education or specialized experience that relates to the position(s) for which you are applying. Exclude names or terms that indicate, for example, race, color, religion, sex, disability, or national origin.

Circle Highest Grade Completed: 6 7 8 9 10 11 12 College: 1 2 3 4 5 ____ Did You Graduate? ____ Yes
____ No

Post- High School	Name of School	Major	Degree Type
College/University			
Graduate School			

If required by the job you have applied for, have you had training/course work or experience in (please check those that apply):

- ☐ Typing
 ☐ Word Processing
 ☐ Data Entry
 ☐ PC/Computer Terminal
☐ Calculator/Adding Machine
 ☐ Dictation Equipment
 ☐ Shorthand/Speedwriting

Please list any other types of equipment you can operate or skills you possess, which you feel would be an asset in the position for which you are applying: _____

LICENSES AND CERTIFICATES

If a license, certificate, or other authorization to practice a trade or profession is required for the position for which you are applying, complete the following questions:

Name of Trade or Profession	License Number
Granted by	City and/or State
Specialty	Licensed From: _____ To: _____

APPLICANT'S STATEMENT

These answers are true and complete to the best of my knowledge. I understand that any false, omitted, or misleading information in connection with this application or during the interview process will result in rejection of my application or termination of my employment if I am hired, regardless of when discovered.

I also understand that any offer of employment may be conditioned upon a health evaluation by a doctor selected by the County to determine whether I can perform the job duties. In addition, I understand a drug or alcohol test may be required, depending upon County policy.

I authorize the County to make a thorough investigation of my past employment, education, criminal history, job-related activities, and other relevant background information, and I release from all liability all persons, companies, and corporations providing such information, either in writing or orally. I also indemnify this County against any liability that might result from making such investigation. Furthermore, I authorize the County to supply my employment record, in its sole discretion, in whole or in part, to any prospective employer, government agency, or other party with an interest that the County deems appropriate.

Additionally, I understand that nothing contained in this employment application or in the granting of an interview is intended to create a contract between Cheyenne County and myself for either employment or for the providing of any benefit arising from employment. No promises regarding employment have been made to me. I understand that if an employment relationship is established, I have the right to terminate my employment at any time and Cheyenne County retains the same right, regardless of any oral representations to the contrary. Any changes in this "at will" employment relationship must be made in writing and approved by the County Board.

**SIGN
HERE**

Applicant's Signature (Use Ink)

Date

NOTE: UNSIGNED APPLICATIONS WILL NOT BE CONSIDERED.

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Cheyenne County Emergency Communications Center is in operation 24 hours a day, 7 days a week, 365 days a year. In order to be considered for a position as critical to public safety as a 911 Dispatcher, it is vital that you, the applicant, understand what will be required of you.

A 911 Dispatcher is a public figure and inherent with the job are some responsibilities that are unique to the position. (This is not meant to be an all-inclusive list, but to highlight the most critical points to consider as an applicant.)

- 911 Dispatchers handle sensitive, confidential information and being effective in our job requires the trust and support of not only the citizens we serve, but of the officers, deputies, firefighters and emergency medical personnel that we work with. Therefore, we must be responsible, respectable and of the highest moral character on and off the job. We may not be as easily visible or recognizable to the public as officers and deputies, but our position is viewed the same way when it comes to public safety. Therefore, we are held to many of the same standards as they are as authority figures entrusted with the public's welfare and safety.
 - What this means prior to being hired, is that one phase of the testing process includes a thorough background check – this is why we need your date of birth and social security number at the time of application. It will not be used for any other purpose nor will it be retained if you do not pass this phase.
- We are all subject to shift work and working weekends and holidays. We are also all subject to occasional overtime and on call status, whether it be voluntary or, in a worst case scenario, mandatory.
- Personal obligations and desires will occasionally have to take a back seat to your responsibilities as a 911 Dispatcher. Supervision will make every reasonable effort to accommodate requests for time off, but first and foremost, the center must be appropriately staffed at all times. This does mean that you should expect to miss family occasions from time to time – sports games for your children, holiday dinners, family reunions, etc. Other personal occasions/celebrations may have to be rescheduled around your shift work.

Your signature on this form is acknowledgment that you understand and accept these terms of employment. Please turn this in with your completed application. We will not be able to consider your application without this signed document and any incomplete information on your application will disqualify you from consideration.

signature

date

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(date)

I, (print name)_____, understand that CCECC will be using my name, date of birth and social security number for the sole purpose of performing a pre-employment background check and if I do not move on from that phase, my personal information will not be retained.

I also understand that if I choose not to provide the requested personal information, I will not be able to be considered for employment with the Cheyenne County Emergency Communications Center.

_____ I decline.

(signature)

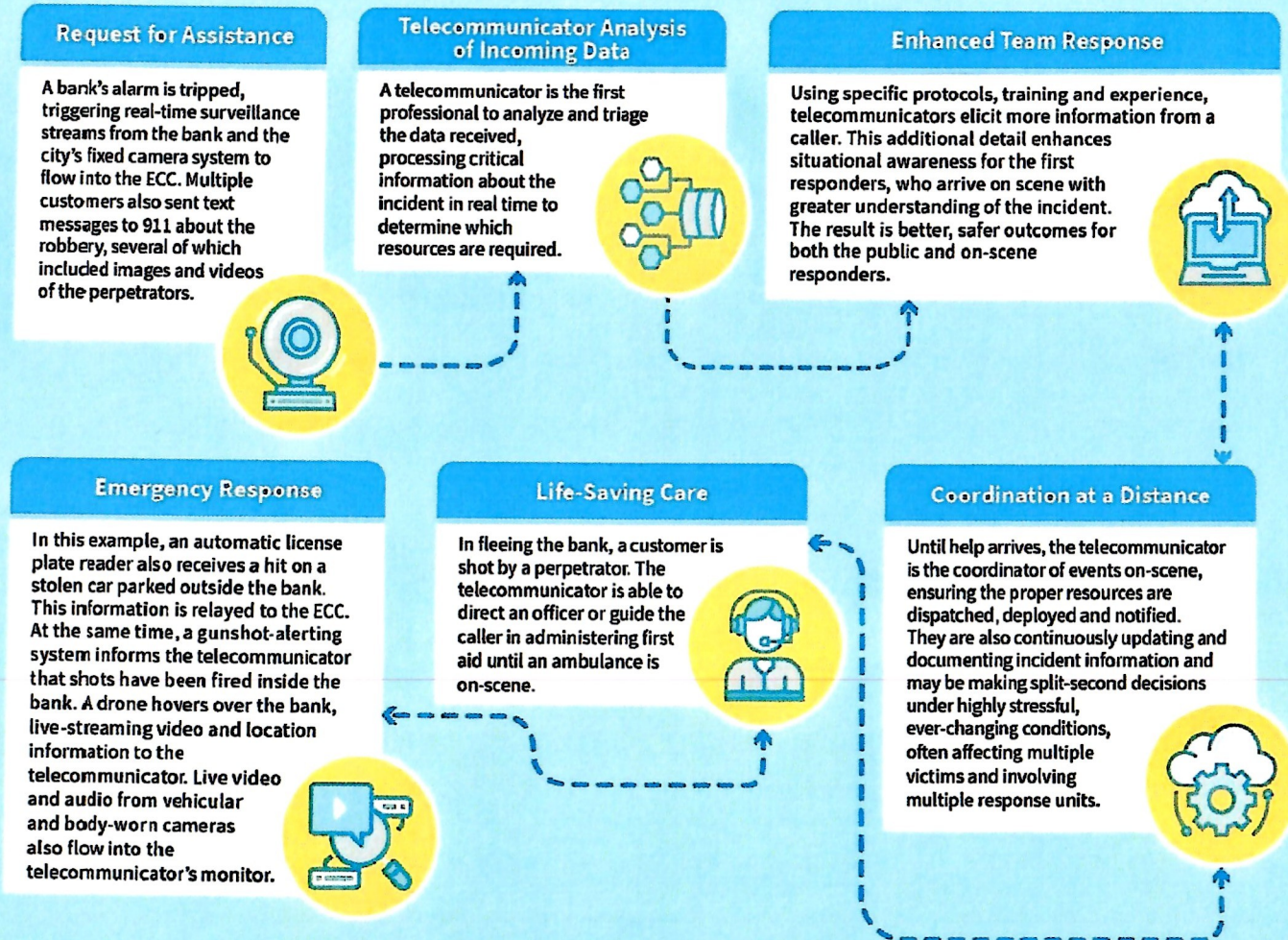
DOB_____

SSN_____

(signature)

THE CRITICAL ROLE OF TODAY'S PUBLIC SAFETY TELECOMMUNICATORS

Here is just one of countless scenarios a telecommunicator may handle at their emergency communications center (ECC) when a request for assistance comes in—and how they ensure every call is handled quickly, calmly and appropriately with skill and expertise:



To learn more about the work telecommunicators do and the public safety telecommunicator reclassification effort, go to **911.gov**.



CONTINUUM OF A CALL

Work performed by a 911 public safety telecommunicator

First Responder & Support All Aspects of the Call for Service

- ▶ Answers call for help from public and first responders
- ▶ Provides calm and empathy
- ▶ Interrogates and assesses response needs
- ▶ Provides first aid and basic emergency response verbally to ensure continuation of life
- ▶ Determines available and appropriate public safety (PS) response
- ▶ Communicates with PS, initiates field units, tracks response
- ▶ Monitors radio communications adding details to the call record
- ▶ Initiates additional response units or determines need
- ▶ Interprets GIS data to advise responding units
- ▶ Keeps responders safe by informing and controlling, uses judgment and training to escalate response as appropriate

Field Responders

Law Enforcement

- ▶ Traffic control for protection of secondary crashes, arrest, call for back up or additional units

Fire Response

- ▶ Suppression, first aid, link between on scene assistance and full EMS

Emergency Medical Services

- ▶ Advanced first aid and life support; transport via ground or air

Transport

- ▶ PST interprets GIS data
- ▶ Dispatches response vehicles such as ambulance or helicopter
- ▶ Monitors and relays impacting weather events or conditions to ensure safety of responders and victims

Records & Legal

- ▶ Ensures call record accuracy
- ▶ Accurate time-stamp of 911 calls for future investigations
- ▶ Transfer to appropriate records systems
- ▶ Linking events

