**JEFFERSON COUNTY 911 EMERGENCY COMMUNICATIONS DISTRICT, INC.**

**2659 CENTER POINT PARKWAY BIRMINGHAM, AL 35215**

## PHONE: (205) 783-1705 Fax: (205) 783-1715

## Email Application: [jeffco911employment@jeffcoal911.org](mailto:jeffco911employment@jeffcoal911.org)

[**WWW.JEFFCOAL911.ORG**](http://www.jeffcoal911.org/)

**Pre-Employment Application**

### Jefferson County 9-1-1 ECD, Inc. (Communications Center) is an equal opportunity employer and will consider all applicants for all positions equally without regard to their race, sex, age, color, religion, national origin, veteran status, any disability as defined in the Americans with Disabilities Act, or for any other reason protected by applicable law.

Receipt of the application does not imply that the applicant will be employed. Each question should be answered in a complete and accurate manner. Generally, no action can be taken on this application until all questions have been answered. All employees of the Communications Center are employed “At-Will’’. “At-Will” employment means that either the company or the employee may terminate the employment relationship between the company and the employee at any time with or without cause, and with or without notice.

The Communications Center is not responsible for incomplete pre-employment applications. Any incomplete pre-employment application received by the Communications Center will be rejected. It is up to the applicant to ensure a complete pre-employment application is received by the Communications Center. The Communications Center will not notify the applicant of an incomplete pre-employment application.

PROCEED TO PAGE 2 OF THE PRE-EMPLOYMENT APPLICATION!

**TO BE COMPLETED BY COMMUNICATIONS CENTER PERSONNEL (08-25-2020)**

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ INTERVIEW DATE: \_\_\_\_\_\_\_\_\_\_

DATE APPLICATION RECEIVED: ­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE APPLICATION REVIEWED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ACCEPTED \_\_\_\_\_ / \*REJECTED \_\_\_\_\_ BACKGROUND CHECK: YES \_\_\_\_\_ NO \_\_\_\_\_

\*REASON FOR REJECTION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TESTING: CRITICALL 1 \_\_\_\_\_\_\_\_\_\_ CRITICALL 2 \_\_\_\_\_\_\_\_\_\_ CRITICALL 3 \_\_\_\_\_\_\_\_\_\_

DATE: DATE: DATE:

SELECT ADVANTAGE \_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_

**Reviewed (11-02-2020)**

**PERSONAL INFORMATION**

#### Name

Last First M.

#### Present Address

No. Street City State Zip

#### Home Phone ( ) \_Cell Phone ( ) Email

Are you 18 years of age or older? Yes No



Are you a citizen of the U.S. or do you have the legal right to be employed in the United States? Yes No



Have you ever been convicted of any crime (excluding minor traffic violations) including driving under the influence of alcohol or drugs? Yes \_ No \_

If yes, state the offense, location, and date and disposition

Note: A conviction will not necessarily disqualify you from employment.

#### Are you able to perform the essential functions of the job that you are applying for with or without reasonable accommodations? Yes No \_

If no, please explain

Driver’s License: State DL # \_ Currently Valid? Yes No



\_

**EMPLOYMENT DESIRED**

Are you seeking Full-time Part-time

\_\_\_

\_\_\_

Position applied for Salary Desired \_

Date Available to start?

Have you ever applied to Jefferson County 9-1-1 ECD, Inc. before? Yes No If yes, state when and where you applied

Have you ever worked for Jefferson County 9-1-1 ECD, Inc. before? Yes No If yes, state when and where you worked

How did you learn of Jefferson County 9-1-1 ECD, Inc. and/or position openings?

Are you now, or do you expect to be working in any other business or job? Yes No

\_\_\_

\_\_\_

Are there any days or hours you would be unable to work? Yes No If Yes, please specify those days or hours you would be unable to work.

\_\_\_

\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Is there any type of work which you will not perform? Yes |  | No |  |  |

If yes, please explain

\_\_\_

\_\_\_

**EDUCATION**

\_\_\_

\_\_\_

\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 4+ |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **High School** | **Circle highest grade Completed** | | | | Yes No | Diploma: |
|  | 9 | 10 | 11 12 |
| **College** | **Highest number of years completed** | | | | Yes No | Major: Minor:  Degree(s): |
| **Trade School** | **Number of months attended**  **\_** | | | | Yes No | Diploma Or Certificate |

Are you planning to pursue further studies? Yes No If so, when, where and what courses?

\_\_\_

\_\_\_

\_\_\_

\_\_\_

\_\_\_

**WORK HISTORY**

List names of your last three (3) employers in consecutive order with present or last employer listed first. Account for all periods of time including military service and any periods of unemployment. If self-employed, give firm name and supply business references.

Are you presently employed? Yes No If yes, my we contact your current employer? Yes No .

\_\_\_

\_\_\_.

\_\_\_\_

\_\_\_\_

**PLEASE ANSWER ALL QUESTIONS, AND DO NOT STATE “SEE RESUME”**

**Name of Employer Name and Title of Last Supervisor**

**Address Telephone**

**No. Street City State Zip Code**

**Nature of Business \_Your Title**

**Dates of Employment From: Mo. Yr. To: Mo. Yr. \_**

**Reason for Leaving**

**Name of Employer Name and Title of Last Supervisor**

**Address Telephone**

**No. Street City State Zip Code**

**Nature of Business \_Your Title**

**Dates of Employment From: Mo. Yr. To: Mo. Yr. \_**

**Reason for Leaving**

**Name of Employer Name and Title of Last Supervisor**

**Address Telephone**

**No. Street City State Zip Code**

**Nature of Business \_Your Title**

**Dates of Employment From: Mo. Yr. To: Mo. Yr. \_**

**Reason for Leaving**

Have you ever been disciplined or received verbal or written warnings for absenteeism or tardiness? Yes No If yes, please explain

\_\_\_

\_\_\_

Have you ever been fired, or asked to resign from a job? Yes No If yes, please explain

\_\_\_

\_\_\_

**SUPPLEMENTAL EMPLOYMENT INFORMATION**

If you worked in any of your previous positions under another name, please give that name(s) below. (For reference checking purposes)

Name \_Company

Name \_Company

**SPECIAL SKILLS AND CERTIFICATIONS**

Do you have any dispatch certifications, i.e., APCO, EMD? Yes No If yes, please provide copies of certifications

\_\_\_

\_\_\_

Please list any other certifications you hold

What languages do you speak fluently?

Do you type? Yes No Words per Minute

\_\_\_

\_\_\_

What Software do you use proficiently?

Use this space below to describe why you are interested in working for the Communications Center and to list those skills and abilities which your feel particularly qualify you for a position with us. If you need more space, please continue on a separate sheet.

**REFERENCES** – Give three references who are not relatives

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Address | Phone | Occupation |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**AFFIDAVIT**

I certify that my answers to the foregoing questions are true and correct without any consequential omissions of any kind whatsoever. I understand that if I am employed, any false, misleading or otherwise incorrect statements made on this application form or during any interviews may be grounds for my immediate discharge. I hereby authorize Jefferson County 9-1-1 ECD, Inc. (Communications Center) to contact any company or individual it deems appropriate to investigate my employment history, character and qualifications and I give my full and complete consent to their revealing any and all information they wish as a result of this investigation. In addition, I hereby waive my right to bring any cause of action against these individuals for defamation, invasion of privacy or any other reason because of their statements. I agree that, if I am employed, I will abide by all the rules and regulations of the Communications Center. I understand that the taking of drug and alcohol test, when given pursuant to company policy, are a condition of continued employment and refusal to take such tests when asked will be grounds for my immediate termination. I further understand that no one at the Communications Center is authorized to enter into any written or verbal employment contracts with me for any definite period of time without the express written consent of the Director of the Communications Center. I also understand that my employment is “At-Will” and may be terminated by myself or by the Communications Center at any time for any reason or no reason at all, with or without notice. I also authorize the Communications Center to research, investigate, monitor, etc. any of my social media sites that have been opened prior to any employment and/or after employment.

Applicant’s Signature \_ Date / /

**SOCIAL MEDIA SITES AND THE NAME THEY ARE UNDER!**

1. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
2. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
3. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
4. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PRE-EMPLOYMENT DRUG TESTING CONSENT AND RELEASE FORM**

I hereby consent to submit to urinalysis and/or other tests as shall be determined by Jefferson County 9-1-1 ECD, Inc. (Communications Center) in the selection process of applicants for employment, for the purpose of determining the drug content thereof.

I agree to and hereby authorize the release of the results of said test to the Communications Center

I understand that the current use of illegal drugs would prohibit me form being employed at the Communications Center and that if any offer of employment is contingent on passing the drug screen.

I further agree to hold harmless the Communications Center and agents including any physician or clinic used by the Communications Center from any liability arising in whole or part, out of the collection of specimens, testing, and use of the information from said testing in connection with the Communications Center’s consideration of my application of employment.

I further agree that reproduced copy of this pre-employment consent and release form shall have the same force and effect as the original.

**APPLICANT:**

Print Name: SSN:

Applicant’s Signature: Date:

**WITNESS:**

Print Name:

Signature:

**POLICY AND PROCEDURE ACKNOWLEDGEMENT**

I hereby affirm that I have read and understand the Human Resources Policy and Procedure HRP 7.3,

*Hiring Process and Requirements (08-25-2020)* that has been attached to this Pre-Employment

Application.

I will abide by all stated requirements of this procedure.

Print Name:­­­­­­­­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Applicant’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Equal Employment Opportunity Policy**

Jefferson County 9-1-1 ECD provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

**Background Checks, Disclosure, Acknowledgment, Authorization and Release**

**DISCLOSURE**

This form, which you should read carefully, has been provided to you because Jefferson County 9-1-1 ECD or its insurance agency, and because of the confidential nature of our business, may request consumer reports and/or investigative consumer reports on you from a consumer reporting agency. Jefferson County 9-1-1 ECD will use any such report(s) solely for employment- related purposes and insurance. Consumer reports and/or investigative consumer reports on you will be obtained by a background check vendor and provided to Jefferson County 9-1-1 ECD. Any such reports may contain information bearing on your character, general reputation, personal characteristics, mode of living and credit standing. The types of information that may be obtained include, but are not limited to: credit reports, Social Security Number verification, criminal records checks, public court records checks, driving records checks, educational records checks, verification of positions held, workers’ compensation records (only post-offer), personal and professional references checks, licensing and certification checks, etc. The information contained in these reports may be obtained by the vendor from private and/or public record sources, including sources identified by you on your job application or through interviews or correspondence with your past or present coworkers, neighbors, friends, associates, current or former employers, educational institutions or other acquaintances. If you are denied employment as a result of information obtained from your background check, Jefferson County 9-1-1 ECD will furnish you with a summary of your rights under the Fair Credit Reporting Act in a form issued by the Federal Trade Commission entitled “A Summary of Your Rights under the Fair Credit Reporting Act.”

**ACKNOWLEDGEMENT. AUTHORIZATION and RELEASE**

I hereby authorize Jefferson County 9-1-1 ECD and/or any of its officers, employees, or agents to investigate my background, references, character, education, past employment, and/or criminal records in order to confirm my qualifications for employment as represented on my resume and/or employment application, and/or in my employment interview.

By signing below, I release Jefferson County 9-1-1 ECD and/or its officers, employees, and/or agents, as well as any person or entity providing information on my background pursuant to this acknowledgement form, from any and all liability in relation to the information obtained from any and all above referenced sources used.

Applicant’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Applicant’s Full Legal Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Applicant’s Current Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How long at this address? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Previous Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How long there? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Driver’s License No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State of Issue: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Social Security No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**DO NOT RETURN THE ATTACHED PROCEDURE WITH YOUR APPLICATION**

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**Jefferson County 9-1-1 ECD**

**Human Resources Policy and Procedure (HRP)**

**Hiring Process and Compliance #HRP 7.3**

**Date Issued: 6/19/2019**

**Date Last Revised: 8/25/2020**

**Approved By Director** **Donnie P. West, Jr.**

**CATEGORY**  **PAGE**

**PURPOSE**

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**PURPOSE:**

1. **THE HIRING PROCESS, IMMIGRATION LAW AND NON-DISCRIMNATION COMPLIANCE**
2. **HIRING PROCESS**
   1. The Jefferson County 9-1-1 Emergency Communications District (Communications Center) encourages all qualified applicants to apply with one of the top 9-1-1 agencies in the nation. Our step-by-step hiring process aims to be competitive thus allowing us to select the top candidates for our 9-1-1 Public Safety Telecommunicator positions.
   2. The following information will explain the hiring process and may give an estimate of the hiring time frame. Several factors determine how quickly an applicant will progress through the process including the overall number of applicants and number of positions available. The hiring coordinator will inform each applicant of the next step as they proceed through the process.**Applicants should also be prepared to bring the following documents when directed by the hiring coordinator:**

* Government Issued Identification
* Copy of Birth Certificate/Passport/Naturalization Paperwork
* Copy of High School Diploma or GED
* Copy of DD214 Report of Separation (for applicants who served in the U.S. military)

1. **IMMIGRATION LAW COMPLIANCE**
   * 1. The Communications Center employs only United States citizens and those non-US citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.
     2. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees that are re-hired must also complete the form if they have not completed an I-9 with the Center within the past three (3) years or if the previous I-9 is no longer retained or valid.

3. **NON-DRIMINATORY COMPLIANCE**

a. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Communications Center will be based on merit, qualifications and abilities. The Communications Center does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age, disability or any other protected status.

b. The Communications Center will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training.

c. An employee with questions or concerns about discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor. If, for whatever reason, an employee is uncomfortable discussing a question or concern about discrimination with the employee’s immediate supervisor, then the employee may discuss the question or concern with any member of the Management Team. Employees can raise concerns and make reports without the fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, which may include termination of employment.

**POLICY AND PROCEDURE:**

1. **BUSINESS CASUAL DRESS ATTIRE**

1. The candidate is required to wear business casual dress attire to the following EVENTS.

* + - 1. All testing requirements
      2. Interview Process
  1. What is considered Business Casual Dress Attire
     + 1. Basic Business Casual Attire
          1. Men and women wear their own interpretations of basic business casual. Note that men don't need to wear ties to look professional and put together. Dress pants and khakis in a range of neutral colors fill the bill for a business casual environment. Less-formal ties and sport coats work well too.
          2. A basic dress or a conservative skirt with a blouse or sweater is another appropriate choice for women.
       2. What Not To Wear
          1. Flip-flops, sandals, slippers, open-toed shoes, eye-catching, blingy footwear, shorts, tank-tops or t-shirts for testing purposes. Even though business casual guidelines may seem to be a bit lax, appearing professional and conservative at all times is important.

1. **STEP 1: ONLINE APPLICATION**
   1. An online application may be obtained from the Jefferson County 9-1-1 ECD career website to begin the hiring process.

The application can be found at: [**www.JeffCoAL911.org**](http://www.JeffCoAL911.org)

Scroll down to “Helpful Links” and click onto “Jefferson County 9-1-1 Employment Application.”

Read and complete each section of the application as required. The most current application (08-25-2020) consist of seven (7) pages. The application must be filled out completely. Do not leave any blanks, use N/A, if applicable.

The application also has Human Resources Procedure HRP 7.3, *Hiring Process & Requirements (08-25-2020)* attached to the application. Ensure that it is thoroughly read and all requirements are followed as outlined in the procedure.

A resume may be attached to the application. A cover letter is optional.

* 1. The application, once complete, may be sent to the Communications Center by the following methods.
     1. **Fax: 205-783-1715**
     2. Email: [jeffco911employment@jeffcoal911.org](mailto:jeffco911employment@jeffcoal911.org)
     3. Mailed: Jefferson County 9-1-1 ECD

Human Resources Department

Pre-Employment Application

2659 Center Point Parkway

Birmingham, AL. 35215

* 1. The Communications Center is not responsible for incomplete pre-employment applications. Any incomplete pre-employment application received by the Communications Center will be rejected. It is up to the applicant to ensure a complete pre-employment application is received by the Communications Center. The Communications Center will not notify the applicant of an incomplete pre-employment application.
  2. The candidate will receive a confirmation email from the Communications Center’s Human Resources Department once your application has been received with an ACCEPTED or REJECTED notice.
     1. It is the candidate’s responsibility to determine why the Pre-Employment Application has been REJECTED!

1. **STEP 2: BACKGROUND AND SOCIAL MEDIA ASSESSMENT**
   1. Once the application is received a background check will be performed which will include a review of the applicants social media account. This will assist the Communications Center in determining if the applicant is eligible to continue in the process.
   2. The Background Investigator will review your Computerized Criminal History, check for outstanding warrants, and investigate involvement with local law enforcement.
   3. Disqualifying events include but are not limited to Felony Convictions, certain Class A and B misdemeanors, and repeated or serious incidents that demonstrates unsuitability for employment as a Public Safety Telecommunicator.
   4. If the applicant successfully passes the background check they can be contacted to schedule the required testing procedures that will determine if the applicant can possibly proceed to the interview phase.
2. **STEP 3: TESTING GUIDELINE**
   * + 1. The Communications Center uses Pre-Employment Testing software to assess all potential Public Safety Telecommunicator candidates. The software closely simulates the computerized technology of modern 9-1-1 Call Centers and measures job-related skills necessary for success in an emergency services environment. The initial testing program will consists of the following ten (10) areas:
          1. Decision Making
          2. Key Boarding
          3. Data Entry
          4. Data Entry (Audio)
          5. Call Summarization
          6. Cross Referencing (Audio)
          7. Memory Recall (Audio)
          8. Prioritization
          9. Map Reading
          10. Spelling
       2. The pre-employment testing national cut-off score is 80%. Scores below the national cut-off score will not be accepted.
       3. **Candidates will be notified of their score prior to leaving the Communications Center testing site.**
       4. **TEST FAILURE**
3. **Candidates who do not meet the minimum scores must wait one (1) month before re-testing. Re-testing shall be at the convenience of the Communications Center.**
4. **If the candidate does not pass the second re-test, the candidate must wait one (1) year from the retest date before being allowed to re-test again at the convenience of the Communications Center.**
   * + - 1. The second re-test will also consists of job-related skills necessary for success in an emergency services environment.
5. **If the candidate fails the test for a third time, then the candidate will be allowed to re-test on a yearly basis from that point forward at the convenience of the Communications Center.**

1. The third re-test will also consist of job-related skills necessary for success in an emergency services environment.

1. **STEP 4: WORK BEHAVIOR AND PERFORMANCE ASSESSMENT**
2. Once the candidate has passed Step 3, then the candidate will move forward to Step 4. The candidate will be evaluated and assessed using a work behavior and performance based job specific questionnaire. The candidate will be assessed in the following areas:
   1. 9-1-1 Dispatcher’s Interest and Willingness
   2. Self-Rating Checklist
   3. Critical Incidents
3. Applicants will be given two (2) hours to complete this questionnaire.
   1. The questionnaire will be faxed to the provider company with the results emailed back to the Communications Center within approximately two (2) hours.
   2. Once the results are reviewed, the Communications Center will make a determination if the candidate meets the requirements to function as a Public Safety Telecommunicator.
4. **STEP 5: DRUG SCREENING** 
   1. Candidates that are chosen to proceed will be given instructions to report to a medical facility to undergo a drug screening exam. The drug screening consists of a collection of bodily fluids (urine) samples that will be analyzed in an effort to detect the use of illegal drugs.
   2. **Candidates who fail the drug screening will be permanently disqualified from employment with the Center.**
   3. The drug screening will be performed at “The Work DOC” located at 2820 Crestwood Blvd. Irondale, AL 35210.
5. **STEP 6: PHYSICAL EXAM**
   1. The physical exam consist of a hearing test as well as other exams deemed necessary and performed by a licensed physician.
   2. The physical exam will be performed at “The Work DOC” located at 2820 Crestwood Blvd. Irondale, AL 35210.
6. **STEP 7: INTERVIEW**
   1. After the testing phase, the top candidates will be scheduled for an interview in front of a four (4) member panel. The interview panel will be conducted by the Human Resources Manager, Public Safety Telecommunicator (PST), a Lead PST and a member of the Training Division.
   2. The candidate will be given a 15 to 20 minute time frame for the interview portion.
   3. Each candidate will be asked approximately 12 questions by the panel to include hypothetical situations that assess the skills, abilities, and other characteristics necessary for successful performance as an entry-level Public Safety Telecommunicator.
   4. The responses will be reviewed and rated by the panel and candidates with the top scores will be notified about proceeding to the next step in the process.
7. **STEP 7A: SECOND INTERVIEW AND TRAINING PROCEDURE**
   1. The Communications Center’s Interview Committee may conduct a second interview of a candidate at the request of the Human Resources Manager.
   2. Final approval to progress to the 2nd interview stage will be made solely by the Director.
   3. The Interview panel will consist of the Human Resources Manager, Chief Operations Officer and the Director.
   4. Eligible candidates will be referred to the Training Coordinator for further evaluation.
   5. The evaluation will be an unpaid observation period.
   6. The candidate will be required to come to the Communications Center and participate in a minimum eight (8) hour observation period to include but not limited to the following:
      * + 1. “Back to Basics” Course
          2. CAD System
          3. Phone System
          4. Etc.
8. **STEP 8: CONDITIONAL OFFER OF EMPLOYMENT** 
   * + 1. After all the above steps have been successfully completed, the candidate MAY BE offered a position with the Communications Center, if available.
       2. The offer will be made by the Communications Center’s Director and will include the pay rate.
       3. At this point, the candidate will decide to accept the offer or turn it down.
       4. If the candidate accepts the offer, the candidate will then begin the training process of becoming a Public Safety Telecommunicator.
9. **CREATING A CANDIDATE LIST**
   1. A candidate list will be created once all interviews have been completed. The candidate list will be composed in the following fashion:
      * + 1. The candidate score in STEP 3 will be combined the STEP 4 score and the STEP 7 score.
          2. Once these three (3) scores have been added together they will be divided by three (3) to give and overall average score.
          3. In most cases, the divided score will be taken out to the tenth decimal point (0.1). However, if two (2) or more scores end with the same tenth decimal point then the score shall be taken to the hundredth decimal point (0.12).
          4. Once an average score has been obtained, all candidates shall be placed in order of their score in a ranking style beginning with number one (1) and proceeding in numerical order until all candidates have been placed on the list.
10. **EXPIRATION OF THE CANDIDATE LIST**
    * + 1. Once the list has been certified by the Human Resources Manager, then the list shall be valid until the following has occurred:
           1. The candidate list will be good for one (1) year, or
           2. Until the list has been used to a point that the list has been declared invalid by the Communications Center’s Director.
        2. Once the candidate list has been deemed expired due to any reason listed in Letter “L”, number 1, then a new list may be developed based on the procedures of this policy.
        3. Personnel remaining on the list may reapply with the Communications Center by following the STEPS listed in this procedure.

**DO NOT RETURN THIS PROCEDURE WITH YOUR APPLICATION**

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**INTENTIONNALY**