



970-668-8600
Fax 970-360-1076

Post Office Box 4188
0227 SC Road 1003
Frisco, Colorado 80443

TELECOMMUNICATOR APPLICATION PACKET

Summit County 911 Center offers an exciting opportunity for a career in 911 dispatching. You may be an integral part of a high performing team that assesses emergency calls and then dispatches police, fire, ambulance, and rescue responders. You may have the opportunity to be the life line for a caller in crisis and for responders on the scenes of Summit County emergencies. We are looking for flexible, multi-task oriented, team members with excellent communications skills, sound judgment and problem solving skills. Final candidates will be required to satisfactorily pass a criminal background investigation as determined by the Criminal Justice Information Services Division(CJIS).



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Telecommunicator Application Instructions

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1. Read, sign and date the Job Description.
2. Print neatly or type all sections of the Summit County Employment Application.
3. Submit a resumé with the application packet.
4. Submit your completed application and resumé in a sealed envelope to:
Summit County 911 Center
Mailing address: PO Box 4188, Frisco, CO 80443
Physical address: Emergency Services Building, 0227 County Shops Road/CR 1003
in Frisco (behind the Summit Stage Bldg.).
5. Summit County 911 Center accepts applications for employment year round. We will contact you when we formally begin hiring. To check the status of position openings, please visit www.summit911.org/openings.asp.
6. If you have any questions, please call (970) 668-8600.

SUMMIT COUNTY 911 CENTER

Position Title: Telecommunicator (911 Dispatcher)

Classification: PS40 non-exempt

Starting Salary: \$21.60/hour

GENERAL DESCRIPTION

Serves as a professional Telecommunicator for Summit County. Works directly with the public, law enforcement, fire departments, ambulance service and numerous other public safety agencies providing a communications link for both emergent and non-emergent responses to incidents.

SUPERVISION RECEIVED/EXERCISED

Works under the direct supervision of a senior telecommunicator, Communications Supervisor and/or Communications Director. Trainees must successfully complete a training program, as part of a 12 month probation period. Trained telecommunicators supervise those with less seniority.

SUMMARY OF DUTIES

- Answers incoming radio, telephone and computer generated calls of both an emergent and non-emergent nature; ascertains the nature of each situation and appropriately dispatches all necessary personnel and equipment according to jurisdiction and specific standard operating procedures.
- Maintains incident and status histories accurately in the Computer Aided Dispatch system and other records, documenting agency response and location of personnel and equipment.
- Operates a terminal requesting and reacting to interagency data on a crime information center computer network. Obtains criminal histories, driver histories, enters warrants, etc. and maintains strict confidentiality on all information relating to same.
- Maintains a current knowledge and understanding of all departmental policies and procedures, ensuring consistency in responding to situations.
- Performs minor care and maintenance of communication, office and radio equipment.
- Performs Emergency Medical Dispatch (EMD) functions; i.e. relays information to callers to provide immediate medical assistance to a victim.
- Performs related duties as assigned.
- Enters and maintains warrants for arrest in the crime computer.
- Participates in ongoing projects within the dispatch center.

REQUIRED ABILITIES

COMMUNICATIONS: Able to listen to, read and/or understand directives, correspondence and memoranda; able to write and speak in an understandable, accurate and positive manner; able to gather pertinent information quickly and accurately; able to communicate received information professionally and precisely to the proper personnel; able to display accuracy and react courteously in communication with other employees, user agencies and the public; able to communicate effectively all aspects of the job requirements to new dispatchers; i.e. effective training skills.

DECISION MAKING: Acts in a decisive manner, using good judgement; able to assess problems and situations in a timely manner; able to anticipate needs and evaluate alternatives; able to deal with emergency and stressful situations while avoiding overreaction; demonstrates knowledge of

and utilization of appropriate resources and the willingness to initiate the use of available references with expediency.

INTERPERSONAL RELATIONSHIPS: Demonstrates consistency dealing with people, shows personal integrity and sensitivity to others' problems without direct involvement; excludes personal biases from work performance; able to accept discipline and constructive criticisms while promoting a cooperative, positive attitude and a team atmosphere.

PROFESSIONAL ATTITUDE: Displays emotional stability, self motivation, loyalty and commitment to the department and Summit County; willing to take initiative and act in a dependable and mature manner in relationships with others; represents the department to other agencies and citizens with a courteous, helpful, accurate and professional attitude in all radio, telephone, teletype and personal contacts.

STRESS MANAGEMENT: Consistently works well under pressure and manages stressful situations without compromising job performance or mental and physical well-being. Able to detect and correct errors, able to perform tasks simultaneously when necessary. Able to coordinate heavy work load to maintain organization. Able to utilize work time properly.

WORK SCHEDULE: Able to work holidays, weekends and rotating shifts. Able to work eight, ten or twelve hour shifts as required. Must be prepared to stay 2 hours after certain shifts if necessary to cover sick time for other shifts. Must be prepared to have schedule changed as necessary. Able to report for shifts on time without exception.

WORK ENVIRONMENT: Ten hour shifts often require mostly sitting. Lighting and temperature agreed upon per shift and as a team. Breaks are sometimes delayed or foregone depending on the shift workload.

TRAINING REQUIREMENTS: The following skills and certifications are provided and must be maintained by the employee: EMD (Emergency Medical Dispatch) Provider Course; CPR certification; CCIC CBI Training; and other courses as deemed necessary. Able to act as an Communications Training Officer and train new employees in the absence of Senior Telecommunicators, after the first year of employment. Working knowledge of radio, telephone and computer functions, including limitations and alternatives.

OTHER REQUIREMENTS

- Able to pass a typing test (30 words per minute).
- Able to pass dispatch multi-tasking and critical skills tests.
- Able to pass a criminal background investigation.
- High school graduate or equivalent.
- Able to work 40 hours per week of varied shifts.

ACKNOWLEDGEMENT

I acknowledge this document as a detailed description of my responsibilities as a telecommunicator, knowing public safety is a changing and dynamic field, and policies and procedures will change as needed. I will read, understand and adhere to all Summit County Government and Summit County 911 Center Policies and Procedures.

SIGNED: _____ DATE: _____



Summit County Government Employment Application

Summit County is an equal opportunity employer, dedicated to a policy of non-discrimination in employment or the provision of services on any basis including race, color, religion, sex, age, sexual orientation, disability or national origin. Summit County only hires individuals authorized to be employed in the United States.

Answer each question fully and accurately. Please print in INK or TYPE, except for signature on application.

Position Applied for: _____

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Mailing Address: _____
Mailing address City State Zip Code

Phone: _____ E-mail address: _____

Date Available for employment: _____ Desired Salary: _____

Are you eligible to work in the United States? Yes No

Desired Employment? Full-time Part-time

Hours of work per week desired? _____

Have you ever worked for Summit County Government? Yes No

Applicant Education

High School: _____ Address: _____

Did you graduate? Yes No

College: _____ Address: _____

Did you graduate? Yes No

Other: _____ Address: _____

Did you graduate? Yes No

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities:

From: _____ to: _____ Reason for leaving: _____

May we contact your previous for a reference? Yes No

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities:

From: _____ To: _____ Reason for leaving: _____

May we contact your previous for a reference? Yes No

Previous Employment (continued)

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities:

From: _____ to: _____ Reason for leaving: _____

May we contact your previous for a reference? Yes No

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____

Are you currently in the Armed Forces: Yes No

References

Please list three professional references.

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Disclaimer and Signature

JOB APPLICANT'S AGREEMENT AND VERIFICATION

I certify that the information given by me in the application is true in all respects, and I agree that if the information given is found to be false in any way, it shall be considered sufficient cause for denial of employment or discharge. I authorize the use of any information in the application to verify my statements, and I authorize the past employers, all references, and any other persons to answer all questions asked concerning my ability, character, reputation, and previous employment record. I release all such persons from any liability or damages on account of having furnished such information. I understand that nothing contained in this employment application or in the granting of an interview is intended to create an employment contract between Summit County and myself for either employment or for the provision of any benefit. No promises regarding employment have been made to me, and I understand that no such promise or guarantee is binding upon Summit County unless made in writing. If an employment relationship is established, I understand that I have the right to terminate my employment at any time and that Summit County retains the same right.

In the event that I have a disability as defined under the American with Disability Act (ADA), I may contact Human Resources to request reasonable accommodation in the application or interview process. I understand that prior to being offered employment with Summit County I may be requested to take an employment examination. In the event I have a disability, which will affect my ability to take the test, I will also inform Summit County prior to the administration of the test so that a reasonable accommodation can be made. Summit County reserves the right to require medical documentation concerning the need for the accommodation.

I understand that if employed, policies and rules, which are issued by Summit County, are not conditions of employment and that the employer may revise policies or procedures, in whole or in part, at any time.

I understand that this application will be kept on the active file for 30 days from the date completed, after which time I would have to reapply in accordance with established Summit County procedures.

Signature of applicant: _____ Date: _____