

Jersey County E9-1-1 Center Confidential Employment Application

Please Print or Type if additional space is needed please attach additional sheets

The Jersey County ETSB is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law. Consistent with its obligations under federal law, any organization that is a federal contractor or subcontractor is committed to taking affirmative action to employ and advance in employment qualified women, minorities, disabled individuals and veterans.

Date _____

Personal Data

Name _____
Last First Initial (Maiden)

Current Address: _____
Street City State Zip

Permanent Address if different: _____
Street City State Zip

Citizen of the U.S. Yes No Date of Birth _____

Telephone number (____) _____ County You Live In _____

What foreign Language(s) if any do you speak? _____
 _____ Read? _____ Write? _____

Employment Desired

Position: **Telecommunicator** Date You Can Start? _____
 Part Time Full Time Hourly Wage Desired? _____

Are you able to work overnights, holidays, and weekends? _____

Are you employed now? _____ If so can we contact your present employer? _____

Have you ever applied to this agency before? _____ Where? _____ When? _____

How did you find out about this position? _____

Education

| School | Name and Location | Years Completed | Year Graduated |
|-----------------|-------------------|-----------------|----------------|
| High School | | | |
| College | | | |
| Graduate School | | | |
| Other | | | |

Other

Subjects of Special Study, Research Work or Special Skills:

U.S. Military Service? _____ Rank? _____ Present Membership Guard/Reserve? _____

DD214 / NGB22 _____

Work Experience

| Employer (Start with most recent) | Dates (Mo/Yr) | Job Title | Reason for Leaving |
|-----------------------------------|---------------|-----------|--------------------|
| Name | From | | |
| Address | To | | |
| Name | From | | |
| Address | To | | |
| Name | From | | |
| Address | To | | |
| Name | From | | |
| Address | To | | |

List any job related society memberships or professional organizations: _____

Criminal History

Note: answering YES to any of the following may not automatically remove your application from consideration.

Have you ever been convicted of a crime?

No _____ Yes _____

If yes please explain on a separately attached page.

Have you ever been placed on probation?

No _____ Yes _____

If yes please explain on a separately attached page.

Have you ever been the victim of a crime?

No _____ Yes _____

If yes please explain on a separately attached page.

If yes was it reported to the police?

No _____ Yes _____

If NO please explain on a separately attached page.

Do you have any pending warrants, traffic or otherwise?

No _____ Yes _____

If yes please explain on a separately attached page.

References:

List three persons, not related to you, who have known you for at least a year.

| | | | |
|------|---------|----------|-------|
| Name | Address | Business | Phone |
| Name | Address | Business | Phone |
| Name | Address | Business | Phone |

In case of emergency notify: _____

Name

Address

Phone

"I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal. I authorize investigation of all the statements contained herein and the references listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release all parties from all liability for any damage that may result from furnishing same to you. I further understand that falsified information identified on this application will result in my removal for consideration for this position and any other positions within this company I have or may apply for. I further authorize by my signature below, my permission for the employer to conduct a criminal background search based upon the information provided. I understand and agree that, if hired, my employment is for no definite period and may, regardless of the date of payment of my wages and salary, be terminated at any time without any prior notice.

Date _____ Signature _____



JERSEY COUNTY E.T.S.B./E911

Richard G. Portwood
Director

BACKGROUND INVESTIGATION CONSENT

I, _____(applicant complete name), hereby authorize the **Jersey County Emergency Telephone System Board** and/or its agents to make an independent investigation of my background references, character, past employment, education, criminal, or police records, including those maintained by both public and private organizations and all public records for the purpose of confirming the information contained on my Application and/or obtaining other information, which may be material to my qualifications for employment now, and if applicable, during the tenure of my employment with the **Jersey County Emergency Telephone System Board**.

I release the **Jersey County Emergency Telephone System Board** and/or its agents and any person or entity, which provides information pursuant to this authorization, from any and all liabilities, claims, or lawsuits in regards to the information obtained from any and all of the above reference sources used.

The following is my true and complete legal name, and all information is true and correct to the best of my knowledge.

| | | | | | |
|------------------------------|------|-----------------------------|-------|--------|------|
| Print Full Name: | | Maiden or Other Names Used: | | | |
| Street Address: | | City: | | State: | Zip: |
| How Long at Current Address: | DOB: | SSN: | DLN: | State: | |
| Signature: | | | Date: | | |

JOB DESCRIPTION JERSEY COUNTY ETSB/E911 TELECOMMUNICATOR

Position Title:

Telecommunicator

Immediate Supervisor:

911 Executive Director

Kind of Position:

1. Hourly wage commensurate with the terms of the Union Contract.
2. There is a one year probationary period during which an employee maybe dismissed for any reason without recourse.
3. Twelve (12) hour shifts with one (1) hour paid lunch break and 2-15 minute breaks
4. Vacation is one week after the first year and two weeks for years 2-7.
5. Sick time is accrued at 12 hours per month.
6. Holidays as determined by the Chief Judge.
7. Employees will be required to work holidays if it falls on their scheduled day to work.
8. Employees may be subject to mandatory overtime / call backs / forced in

General Responsibilities

Responsible for answering 911 emergency calls and dispatching the appropriate agencies. Answering administrative lines, working with emergency service personnel. running LEADS inquiries, and various other communications and dispatch tasks involving law enforcement, fire, ambulance, and disaster agencies.

Qualifications

- A. Education and/or Experience
 1. A high school diploma or equivalent is required.
 2. Computer/keyboarding skills
 3. The position favors those who have had prior emergency service communications experience, experience in a comparable field of communications, or customer service experience.
 4. Knowledge of the county geographical layout (especially of roads)
- B. Language Skills:
 1. Communicate effectively, courteously, and clearly in English, both verbally, and in writing.
 2. Ability to hear in the normal range.
 3. Ability to understand the rapidly spoken word and unusual speech patterns.
 4. Speak distinctly and respond promptly
 5. Ability to read, analyze, and interpret technical procedures, and governmental regulations.
 6. Ability to write reports.
 7. Ability to effectively present information and respond to questions from the public over the telephone and from emergency personnel over the radio.
- C. Aptitudes and Attitudes:
 1. Possess an aptitude for coordination and cooperation.
 2. Possess a professional attitude with the desire to work.
 3. Ability to remain calm in difficult circumstances.
 4. Ability to constructively handle high stress situations, both emotional and physical.
 5. Can remain pleasant with people in situations wherein people have lost control.
 6. Must accurately type at a rate of 33+ words per minute.
 7. Must be able to work for hours with little direct supervision.
- D. Certificates, Licenses, Registrations (Including, But Not Limited To):

Current Illinois Driver's License, Auto Insurance, Law Enforcement Administrative Data Systems (LEADS), Emergency Medical, Police & Fire Dispatch (EMD, EPD & EFD), APCO Telecommunicator I (or its equivalent), NCMEC Missing Kids Dynamic & Response, TTY / TDD & CPR, NIMS, HAZMAT
- E. Physical Demands:
 1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 2. While performing the duties of this job, the employee is regularly required to be visually alert for hours; use hands and fingers, especially at a computer keyboard; reach with hands and arms; talk and hear. The employee frequently is required to sit in a confined space for hours.

3. Concentrate on assigned tasks through distractions, and perform other job related tasks, efficiently and effectively.
4. The employee is occasionally required to move.
5. Specific vision abilities of this job include the ability to adjust focus, and spend hours at a computer screen.

Duties:

1. Be responsible for telecommunication with the proper and effective use of the communications equipment.
2. Maintain documentation, records and logs as required by the 911 Center and governing bodies.
3. Assist in ensuring the functionality of all equipment in the 911 Center and related communication equipment. This may include, but may not be necessarily limited to the emergency alert telephone, emergency generators, pagers, telephone system, computer aided dispatch (CAD) system, radio system, etc.
4. Continually evaluate the conditions and performance of the 911 Center's communications equipment and make appropriate recommendations with respect to maintenance, repair and replacement of the same to the Director.
5. Communicate with the various alarm companies and local subscribers.
6. Set an example for all members of the 911 Center by abiding by all applicable rules and regulations, policies and procedures.
7. Strive to improve the working conditions for all telecommunicators, to attain maximum efficiency and morale while protecting the interests of all personnel, and being consistent with goals, policies, procedures and rules of the 911 Center.
8. Perform any other duties as required by the laws of the Federal Government, State of Illinois, or Jersey County 911 Board.
9. Keep confidential, any information obtained through duties.
10. Perform such additional duties as the Director might reasonably request.
11. Failure to fulfill these duties could result in discipline, which shall consist of these steps dependent upon the severity of the breach: verbal reprimand, a written reprimand, days off without pay, or dismissal.

Training:

We will provide training for:

1. All required courses and certifications, including specialized training in 911 dispatch.
2. Answering multi-line telephones.
3. Communicate with hearing/speech-impaired citizens by operating specialized keyboard/computer systems.
4. Assist and record requests for police, fire, and emergency medical services from the public and departmental personnel - via telephone and radio utilizing a computer-aided dispatch system.
Input, retrieve, maintain, and read information from various computer databases, computer printouts, or other sources.
5. Operate multi-channel public safety radio equipment.

I have read and understand the job description for the position of Telecommunicator.

Signature

Date

Approved by Jersey County ETSB
Modified: February 12, 2020