

City of Twin Falls

JOB ANNOUNCEMENT

DATE: April 11, 2018

POSITION: Communications Specialist/Dispatch

DEPARTMENT: City Communication Center

BI-WEEKLY STARTING SALARY RANGE : \$1,428 - \$1,714 (\$17.85 – \$21.43)

EFFECTIVE DATE: Upon selection

BENEFIT PACKAGE INCLUDES: Medical & Dental Insurance, Vacation & Sick Leave (accrued bi-weekly), Paid Holidays (10), Paid Long Term Disability and Life Insurance, Tuition Reimbursement, Wellness Program and Public Employee Retirement System of Idaho-P.E.R.S.I.

GENERAL DESCRIPTION OF WORK: The primary function of a communications specialist is to answer emergency and non-emergency calls for police, fire, public works and other city services using a multi-line telephone and 911 systems. Must receive, evaluate, dispatch and process requests for emergency and non-emergency service from and to the public, police, fire, and public works departments in a fast, courteous, accurate and efficient manner. Required to enter data into a computer-aided dispatch (CAD) operating system. At times the individual will be required to maintain their composure and respond to calls under stressful and emotional situations. The work is performed under the direction of a supervisor. May provide assistance in other areas within the Police Department, as well as any other job-related duties as assigned.

Communications Specialists must work varying hours, including night, weekend and/or holiday shifts in a general, 24 hour, office environment. The current 40 hour work week is based on a 10 or 12 hour shift depending on coverage; a three day weekend every other week; shifts begin at either 6:00 a.m. or 6:00 p.m.; shift schedules change from days to nights at two month intervals.

QUALIFICATIONS: Must be 19 years or older at the time of employment; have a high school diploma or G.E.D.; and have no disqualifying criminal history. Must have some experience and/or training in clerical work or related field, the operation of standard office equipment such as a personal computer, basic software applications and multiple-line telephone. Due to the nature of the work, accuracy, attention to detail, analytical skills and both verbal and written communication skills are necessary. **Prior experience in police and/or fire dispatch or communications is desirable but not required.** Must have excellent interpersonal skills with the ability to work with a variety of individuals, remain calm and stay focused under stressful situations. A complete and thorough background investigation, psychological assessment, polygraph, and pre-employment drug test are required.

APPLICATION PROCEDURE:

1. A completed City of Twin Falls application;
2. Two computer assessments:
 - a. Personal Evaluation Profile – select from multiple choice answers;
 - b. Critical Dispatch Practice Test – listen to calls, dispatch police or fire, data entry;
3. Submit a \$20.00 testing fee.

Please call the Human Resources Office at 208-735-7251 to schedule an appointment for the computer assessments. The assessment takes place at City Hall located at 203 Main Ave East and will take approximately 1 hour. Included in this packet is an overview of the Critical test, a list of the skills that will be evaluated, and the administrative guidelines for answering the questions.

Applicants who successfully complete the assessments will be called for an oral interview. The top candidates will be invited back for a psychological assessment (a 4-hour appointment), date to be announced, or scheduled for a polygraph. This posting will remain open until a suitable pool of applicants has been compiled.

Interested individuals should submit an online application using the following link: [Communications Specialist/Dispatch](#).

For additional information, please call Human Resources at 208-735-7251 or email hr@tfd.org.

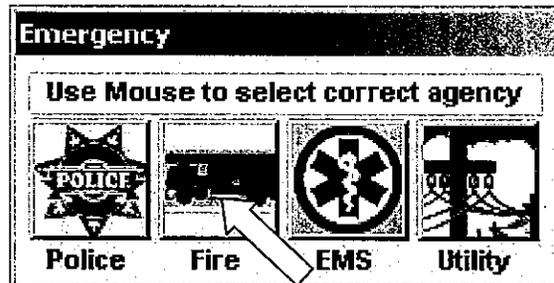
An Equal Opportunity Employer - Drug Free Workplace

Qualified veterans who provide required documentation will be given preference in accordance with Idaho state law.

During the pre-employment test, a qualified applicant should be able to:

- Accurately move a mouse pointer or cursor to specific locations on the computer screen.
- Press down and release a left-mouse button once each time required.
 - To use the mouse during the test, position the mouse-pointer/cursor to the desired screen location, and then press down and release the left mouse button once. During the test, this will be referred to as “clicking” the mouse. Throughout the test you should use only single clicks of the left mouse button.

For example, during the test you may be required to move and place the mouse pointer over one of the four symbols/icons shown in the box to the right (indicating Police, Fire, EMS, or Utility Company) and left-click once to express your choice.



- Use the keys on a keyboard (including all of the letter and number keys, plus the Tab, Shift, Enter and up/down arrow [↑↓] keys) to enter information or navigate around the screen. (Note that the side to side arrow keys [←→] will not work during the CritiCall test.)

When you press the Tab or ↓ key, the cursor will move to the right if there is a field adjacent to the right, or down (or down left) if there is no field adjacent to the right. The Shift + Tab keys or ↑ key move the cursor in the opposite pattern.

Last Name	First Name
Telephone	Address
City	Zip
Vehicle Identification Number	License Plate
	Driver's License

- You can also move to a specific field by pressing the letter key that is underlined for that field (such as L in Last Name) while simultaneously pressing down the Alt key. In other words, in the example above if you press down on C and the Alt key at the same time, your cursor will move directly to the City field.
- Follow the instructions provided in writing and/or verbally during the test. Practice test items/questions are offered before each section of the test to help you determine if you are following the instructions correctly. Scores from the practice items are not included in

your final test score. You are not required to take the practice items and you will be given an opportunity to bypass them during the test if you wish.

- Listen to and use verbal/spoken information provided over a headset. You frequently must enter the information you hear into a computer using a standard keyboard. You will be able to reasonably control the volume of the information heard in the headset.
- Choose a multiple-choice response by clicking your mouse over the small box to the left of your choice or by pressing the **A**, **B**, **C**, or **D** key on the keyboard.

A "check mark" indicates your choice during multiple-choice questions. In this example, the check mark next to alternative **B** ("Green") was placed by either moving the pointer over the small box to the left of the letter **B** and clicking once, or by entering the letter **B** on the keyboard. You can change your response as many times as you wish before you move on to the next test item by either clicking on a different box or by entering a different letter.

The color of the sports car in front of the house where the man was seen grabbing his chest and falling over was:

<input type="checkbox"/> A	Yellow
<input checked="" type="checkbox"/> B	Green
<input type="checkbox"/> C	Orange
<input type="checkbox"/> D	Blue

- Use "scroll bars" that appear on the right side of some documents or lists on the computer screen so that you can view those parts of the list or document that might be hidden from view.

Place the mouse pointer over the up or down scroll bar arrows and hold down the left mouse button to move the document or list up or down

17 Silver	929-7730
14 Gold	929-3307
11 Main	432-7670
11 Mine	878-8145
19 Minor	978-1745
12 Howe	978-1754
	707-3321
	733-5773
	825-5765
	872-8829
10 Central	872-9928
12 Howe	893-3982
18 Third	839-2248
17 Arden	737-1114
16 Watt	632-2330
14 Euclid	632-3220
10 Akron	356-8765

Scroll Bar

Other Skills and Abilities That May be Measured During the Test

The CritiCall pre-employment test can also measure many other underlying skills and abilities a person needs to possess prior to any training they might receive once hired. Because it measures skills and abilities needed prior to training, a test taker does not need to possess any specialized dispatcher/calltaker knowledge or training to be able to read, understand, or answer the test items. However, as indicated earlier, a test taker must be able to proficiently use a keyboard to enter data and navigate on a computer using a mouse in order to demonstrate the other abilities measured during the test.

The following is a list of some of the additional abilities that may be measured during the test. However, not all agencies use the test to measure every ability listed below.

During the test you may be asked to demonstrate your ability to...

- Follow rules and directions.
- Make decisions quickly and accurately based on rules you are provided.
- Enter data or information (such as names, telephone numbers, license plate sequences, etc.) into a computer using a keyboard.
- Hear, comprehend, summarize, and/or answer questions about information told verbally in short story form.
- Use written information provided on lists (such as an alphabetically-sequenced telephone book).
- Recognize if bits of information, such as addresses or names, are similar or different.
- Quickly learn and later recognize information that is shown in writing, such as descriptions (e.g., red car, blue boat, green shirt).
- Perform basic arithmetic (such as addition, subtraction, percentages) without a calculator or other tools.
- Hear and remember pieces of information, such as telephone numbers or license plate numbers, for a short period of time.
- Evaluate information provided in order to prioritize or categorize incidents.
- Evaluate information and identify the most correct solution based upon that information.
- Determine routes and/or locations using very basic maps. (No prior map-reading training required.)
- Correctly spell commonly-used words that might delay badly-needed assistance if misspelled.
- Communicate using sentences or phrases that clearly express the intended meaning.
- Read and comprehend written passages.

Dear Applicant:

One of the important abilities needed by a public safety communications employee is the ability to make decisions based upon structured rules. To test your ability to make decisions during the computerized test, you will be asked to quickly and accurately indicate which type of agency (i.e., Police, Fire, Emergency Medical Service, or Public Utility Company) should be dispatched to the scene of an incident according to the rules listed on the attached page.

You should read and learn these rules before taking the test. Experience has shown that the better an applicant knows these rules, the better they will do during the decision making portions of the test.

It should be noted that these rules were developed specifically for the CritiCall test and do not reflect the official policy of this or any other public safety agency. You should **not** rely on your prior knowledge about either this agency or any other agency when making your decisions. ***Use ONLY the attached decision rules to make your decisions during the test.***

Examples

Based upon the attached rules, if you were given the scenario of,

- “Man throwing rocks in an attempt to hurt children walking nearby,” you should select POLICE as the correct response since the man was attempting to physically harm another person.
- “Electrical power lines knocked down during a severe hail storm,” you should select UTILITY as the correct response because there is a problem with broken or malfunctioning electrical power lines.
- “Child cuts hand on sharp knife,” you should select EMS as the correct response because this is an emergency medical condition requiring intervention by medically trained personnel.
- “Smoke seen coming out of day-care school’s windows,” you should select FIRE as the correct response because there are the immediate signs of a fire in progress, such as flames or smoke.

**Rules to be used for responding to scenarios during the
Criticall™ Personnel Selection Software Test**

Police

Police Department should be dispatched when someone is attempting or threatening to physically harm another person, or has actually physically harmed another person, or when a person causes or is in the process of causing harm to another person's property.

Fire

Fire Department should be dispatched when there are the immediate signs of a fire in progress (such as flames or smoke), when a fire alarm is sounded, or when a person who is trapped or confined needs to be rescued or released.

EMS

Emergency Medical Service should be dispatched when there is an emergency medical condition requiring intervention by medically trained personnel.

Utility

Public Utility should be dispatched when there is a problem associated with malfunctioning or broken public water systems, electric power systems (including, but not limited to, electrical power lines, streetlights, and traffic signals), natural gas systems used for home heating, or blocked sewer drainpipes.