

NWCDS

Northwest Central Dispatch System
1975 E. Davis Street, Arlington Heights, IL 60005
(847) 398-1130 Administration
(847) 590-3360 Facsimile



Application Information & Instructions

NWCDS is a consolidated, multi-jurisdictional emergency communications system serving 11 communities.

Public safety communications is a demanding career that requires employees to be able to be assigned to any of three eight hour shifts to cover the 24 hour operating day. Employees must be prepared to work weekends, holidays and overtime

Applicants must be prepared to develop eye-hand coordination sufficient to operate and view multiple monitors, multiple computer keyboards, and complex communications equipment in rapid succession or even simultaneously. Systems include a computer aided dispatch system, digital radio system, and PC based, touch screen, telephone system.

We look for applicants who are capable of quickly learning the operation of the equipment and system procedures; who are able to use sound judgment; who treat the public with tact, courtesy and respect and who will get along with fellow employees while working in close quarters for prolonged periods of time often under stressful conditions.

Applicants are required to demonstrate that they are able to type a minimum of 45 wpm to facilitate working the with computer systems and will undergo testing of mental ability to assist use in identifying the most suitable candidates for this position. Those who successfully pass the typing and mental ability tests will proceed to the final testing process, which measures dispatching and call-taking skills.

All applications must clearly list a printed E-Mail address as this is the method used to notify applicant of information needed during the hiring process.

Proof of 45 wpm typing speed is required at the time of application: Attach to the application either a third party typing speed certification or a print-out of your final score from taking a one minute typing test on www.typingtest.com (free test). If you are using www.typingtest.com, you must sign the bottom of the sheet for validity purposes. Applications without proof of typing speed or those that do not meet the minimum 45 wpm requirement (after deducting errors) will not be processed.

Completed application, proof of typing speed, and completed NWCDS Telecommunicator Job Preview should be placed in a sealed envelope and dropped off or mailed (delivery confirmation method recommended), to the address above and received no later than August 19, 2011 to be considered for the current testing session.

Please note that only applications with original signatures will be accepted. Applications cannot be returned by fax or email. A \$30.00 application fee in the form of a cashier's check or money order, made payable to NWCDS, is due at the start of the testing session.

NWCDS is an Equal Opportunity Employer

NORTHWEST CENTRAL DISPATCH SYSTEM POSITION CLASSIFICATION

TELECOMMUNICATOR

REPORTS TO: Operations Manager

SUPERVISES: N/A

DEFINITION: Under the direct supervision of an Operations Manager or Assistant Operations Manager, as appropriate, performs a broad range of duties to ensure the prompt answering of incoming requests for police, fire, and emergency medical services and making a timely and efficient dispatch of proper police, fire, and EMS units in response to those requests. Performs other related duties in the public safety dispatch environment. Works one of three shifts with rotating days off as assigned.

DISTINGUISHING FEATURES:

ESSENTIAL AND RELATED FUNCTION STATEMENTS—Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

- Receives processes, disseminates and records information received from the general public and from members of constituent agencies by E9-1-1, other telephone calls and two-way radios (both voice and mobile data).
- Assists and cooperates with fellow employees in all activities.
- Monitors alarm panel and dispatches appropriate units.
- Operates computer aided dispatch system whereby calls are entered at a computer workstation and displayed on a computer monitor.
- Processes valid requests for information through a computerized law enforcement data network (Law Enforcement Agencies Data System – LEADS; Secretary of State Automated Files – SOS; National Crime Information Center (NCIC); and the National Law Enforcement Teletype System (NLETS) and insures compliance with the procedures for the use of each network.
- Provides coordinating communication services for the fire Mutual Aid Box Alarm System (MABAS) and the Northern Illinois Police Alarm System (NIPAS).
- Maintains various files and information concerning hazardous street conditions, water main breaks and traffic signal outages; operates as necessary a dual transport tape recorder and individual instant telephone call and two-way radio playback recorder, and other ancillary equipment such as TTY, FAX machines, paging encoder, and personal computer.
- May become involved in training new employees.
- Identifies and reports malfunctioning equipment.
- Complies with all FCC Requirements relative to dispatch operations.

MINIMUM QUALIFICATIONS: High school diploma or equivalent (G.E.D.) preferably with some college level training; ability to clearly speak without any pronounced accent or speech impediment and write the English language; and ability to type 45 words per minute. Prior public safety dispatch experience preferred, but not required.

Knowledge, Skills and Abilities:

- Communications: Must have the ability to actively listen to others for understanding of their needs and situations ability to speak and write English clearly. Must be able to communicate professionally and precisely. Be able to read and understand correspondence, memoranda and directives.
- Decision Making: Must act in a decisive manner, using good judgment. Must be able to assess problems and situations, able to anticipate needs and evaluate alternatives. Must be able to deal with emergency and stress situations, to avoid over reaction, to maintain flexibility in adjusting to situations and procedures to support and carry out directives; ability to exercise good common sense in processing information and developing judgments in disseminating information and making judgments.
- Interpersonal Relationships: Must be consistent in dealing with people; must be sensitive to other's problems without direct involvement, must exclude personal biases from work performance; must have the ability to accept criticism and/or discipline; must have tact and diplomacy; must strive to promote a cooperative atmosphere in the Communications Center; must have a positive attitude. Must have the ability to get along well in a variety of circumstances with fellow employees, members of constituent agencies and the general public.
- Professional Attitude: Must have emotional stability, loyalty and commitment to the organization, and the agencies the Center serves; have ability to maintain composure under stressful circumstances.
- Quality of Work: Must be able to produce high quality, accurate work. Must be able to detect and correct personal errors. Must be able to perform multiple tasks simultaneously. Must have the ability to set priorities for the various types of calls received and be able to efficiently handle two or more emergency calls at the same time. Must possess the ability to seek advice and help of a supervisor or more senior employee if the situation warrants and must be able to understand and implement NWCDs policy, procedure, and directives. Must have the ability to develop a thorough knowledge of the geography, street names, business establishments and landmarks of all member communities.
- Technical Knowledge: Must possess ability to thoroughly obtain knowledge of emergency communications dispatching techniques, practices and procedures along with the radio, telephone and computer functions and capabilities. Must have the ability to successfully pass written position qualification and psychological screening tests. Must be capable of successfully obtaining LEADS, CPR, and EMD certifications according to a schedule established by NWCDs.
- Physical Abilities: Must have the ability to speak and write English clearly. Must have the ability to read and discern visual images on a variety of media. Must have the ability to move as required around the Communications Center. Must have the ability to type accurately on a computer keyboard. Must have the ability to transition smoothly between multiple keyboards, radio transmit buttons, touch screen monitors and computer printers. Must have the ability to record names and numbers accurately. Must be in sound physical health as certified by a licensed physician with no evidence of the use of controlled substances based on a blood or urine test conducted at the time of the physical examination.

WORKING CONDITIONS

Work in an office environment; sustained posture in a seated position for prolonged periods of time.



NWCDS TELECOMMUNICATOR JOB PREVIEW

Experience has shown that many applicants for Telecommunicator (TC) positions consider only the positive aspects of the job while ignoring some of its less attractive features. As a result, when new employees encounter negative job features, they sometimes react by leaving the job before training is completed or after only a few months on the job.

There are many satisfying, rewarding aspects to the TC position. There is no question that TC's make significant contributions to the welfare and safety of their fellow citizens. It is however, important for all applicants to carefully consider both the negative and positive features of a new career before deciding to pursue a position with NWCDS.

The job factors listed below are realistic features of the TC position about which many applicants are unaware. If any of these items present problems for you, we strongly suggest you consider alternative employment choices which may better fit your career and family goals.

Each point on the TC Job Preview must be initialed and returned with your completed application.

Training

- ___ 1. TC's undergo a rigorous training program lasting from four to six months. The majority of the training is on-the-job. Performance is closely monitored and trainees must expect to receive regular reminders of errors and mistakes. Trainees are expected to take notes, organize a notebook and study, some of which must be done outside of their regular working hours. Training also entails frequent written, verbal and performance testing. Upon successful completion of training, TC's are then put on probationary status for a one year period.
- ___ 2. During training TC's must learn and correctly use an extensive vocabulary of police and fire jargon. TC's must read and understand large volumes of written material. TC's learn and apply a large number of complex policies and procedures.
- ___ 3. In training TC's must develop eye-hand coordination sufficient to operate and view multiple monitors, multiple computer keyboards, and complex communications equipment in rapid succession or even simultaneously. Systems include a computer aided dispatch (CAD) system, digital radio system, and PC based, touch screen telephone system. The CAD system requires the memorization and quick accurate use of a large number of short command codes to obtain and input data.

- ___4. NWCDS covers a large geographical area. Memorization of street names, commonplace locations, police beat areas and fire districts is required. Time spent outside of work to increase geographical knowledge is expected.

Working Conditions

- ___1. TC's work within an organization structured on a "military" model. They must wear a uniform on duty and are part of a formal chain of command.
- ___2. Punctuality is a requirement. TC's are expected to arrive at the workplace with enough time to get ready and present themselves at their console position no later than five minutes prior to the start of their shift. Progressive discipline up to termination will be taken against employees who consistently arrive late for shift.
- ___3. TC's must be able to work **any of the three shifts at any time**. TC's may need to change work schedules on short notice regardless of personal considerations or childcare needs. TC's work weekends and holidays. TC's who are not eligible to participate in the shift bid (first three to four years of employment) are assigned to shifts at management's discretion. TC's will be assigned to each of the three shifts for varying lengths of time during their first three to four years of employment.
- ___4. After the first three to four years of employment TC's are eligible to participate in an annual shift bid.
- ___5. Currently TC's are assigned to rotating day off "keys" that provide for a rotation of five days on, two days off, five days on, three days off (5-2/5-3). A TC's day off key can be switched with little notice to accommodate scheduling needs. This may potentially disrupt an employee's previously scheduled activities such as vacation, social events or school programs.
- ___6. The 5-2/5-3 schedule gives the employee the benefit of 18 extra days off each year and alternating three day "weekends". TC's pay back to the system a four hour block of time each month to offset the extra days off that the 5-2/5-3 schedule affords.
- ___7. TC's are on call several days each month and must be prepared to work overtime.
- ___8. TC's are unable to leave their dispatch position during a shift with the exception of scheduled breaks or lunch. TC's may not eat at their dispatch position. If the work load warrants, regularly scheduled breaks may be postponed. Personal phone calls, unless they are of an emergency nature, are discouraged.
- ___9. TC's work in an often noisy and distracting environment. TC's must be able to concentrate on their jobs for extended periods of time while other TC's are taking calls, people are walking around them and conversations are taking place in close proximity.

- ___10. TC's are represented by the Metropolitan Alliance of Police (MAP). A collective bargaining agreement is currently being negotiated and as such items described in this document such as, but not limited to, schedule and shift bid are subject to change.

Performing on the Job

- ___1. TC's evaluate and weigh information continuously. TC's must consider numerous factors in determining the appropriate response, among these are: the nature of the incident, the proper response agency, availability of resources, potential safety of the caller and response personnel, geographic location of the incident, and the emotional and physical condition of the caller. TC's must interpret information and make quick decisions (urgency of response, referral to other agency) on which one or more person's safety is at stake based on experience, procedures and "hunches". TC decisions are under constant review, mistakes or errors in judgment result in criticism and/or formal disciplinary action.
- ___2. TC's must be able to quickly and accurately recognize letters, numbers, addresses, names and license numbers received by radio, by telephone or on a computer monitor. Data is often presented simultaneously or in rapid succession. Data must be accurately compared with information from previous calls (suspect descriptions, license numbers) to determine if it is new, and if so, should be reported as such.
- ___3. TC's must quickly and accurately obtain information from callers necessary to determine the appropriate response agency. Address verification is an absolute requirement and failure to verify correctly will result in disciplinary action. TC's must control conversations and get needed information. This may be complicated by callers who are often aggressive, distraught, confused, profane or nearly incomprehensible.
- ___4. TC's must maintain professional standards and attitudes when obscene language is directed at them by callers involved in emergency situations and when handling large numbers of nuisance, hang up or non-emergency calls.
- ___5. TC's must have sufficient verbal and written communication skills to efficiently relay relevant information via radio or computer system. Written communications must be concise and to the point while providing information (suspect description, incident type, caller name) the TC determines may be important to the safety of the caller and responding personnel.
- ___6. Any call may require the TC to perform several activities simultaneously. Examples include maintaining contact with a caller while calling the appropriate response agency, updating incident information while monitoring radio traffic, or speaking.

- ___7. TC's often work at a rapid pace over which they have little control due to work load and the nature of incidents. TC's are unlikely to be able to follow-up on and learn the final resolution of calls received earlier in their shift.
- ___8. TC's are expected to maintain a consistently high professional standard of honesty, integrity, and dedication in order to provide quality service to the residents and business owners of our service area. Personal information obtained through contact with citizens, from police/fire department personnel, from the State and National computer systems, or through any other source must remain confidential.

Applicant Name: _____
(please print)

Applicant Signature: _____

Date: _____



EMPLOYMENT APPLICATION

INSTRUCTIONS: Please fill out this application completely and accurately. If your application is completed properly it may increase your chances of employment. All statements in your application are subject to verification. If writing space provided is inadequate, use the continuation sheet at the end of this application and identify additional information by question number. Use the term "DNA" (does not apply) if the question does not apply.		Position Applied For:	
		_____ Full-Time	
		_____ Part-Time	
1. Name (Last) _____ (First) _____ (Middle) _____		2. List any other names, aliases you have used (including maiden name if applicable)	
3. Home Address (Street, City, State, County, Zip)		4. Home Phone	
		5. Cell Phone	
		6. Email Address	
7. Name of high school _____ City/State _____ Did you graduate from high school or obtain a GED certificate? Yes _____ No _____			
8. List below all colleges and universities attended (include Jr. colleges)			
A. College _____ City/State _____ Major and Minor _____			
B. College _____ City/State _____ Major and Minor _____			
C. College _____ City/State _____ Major and Minor _____			

9. Are you authorized to work in the United States? Yes _____ No _____
(You will be required upon employment to submit verification of your legal right to work in the United States)

10. List below other education including trade schools, special institutes and short courses:

A. School _____
 City/State _____
 Type of Course/Program _____

B. School _____
 City/State _____
 Type of Course/Program _____

C. School _____
 City/State _____
 Type of Course/Program _____

11. Do you, or have you ever held the following certifications:

LEADS	Y	N	If Yes,	Current	Expired
EMD	Y	N	If Yes,	Current	Expired

If applicable, name of EMD program: _____

CPR	Y	N	If Yes,	Current	Expired
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12. Can you type? _____ Yes _____ No _____
 _____ WPM

13. Do you have any personal computer experience?
 Yes _____ No _____
 If yes, explain on continuation sheet

14. If you are hired, will you be able to reliably travel to NWCDs' place of work at any time of the day or week?
 Yes _____ No _____

15. Have you ever served in any Military Branch of the U.S., a Reserve component thereof, or a State National Guard?
 Yes _____ No _____
 If yes, complete the following.
 If no, go to Question 20

16. Branch of service

17. Serial/Service Number

18. Highest rank held

19. What type of discharge did you receive? _____
 Explain circumstances of any discharge other than honorable on continuation sheet (p.7).
 A dishonorable discharge will be considered by NWCDs but it will not constitute an absolute bar to employment.

20. Have you ever been convicted of a felony in the last seven (7) years? Yes _____ No _____

The applicant should not disclose any information regarding arrest or conviction records that have been expunged or sealed. Disclosure of a felony conviction is not an automatic bar to consideration for employment. (Factors such as date of the offense, the seriousness and nature of the offense, rehabilitation, and the relationship of the offense to the job for which you are applying will be taken into consideration)

21. Have you ever submitted an application for employment with a Police or Fire Department?

Yes _____ No _____

If Yes,
 Agency _____ Position on List _____ Date _____ Status _____
 _____ Position on List _____ Date _____ Status _____
 _____ Position on List _____ Date _____ Status _____

22. Have you ever been a Law Enforcement Officer, Firefighter or Paramedic, or held a similar position?

_____ Yes _____ No If Yes, Position _____

Agency _____ Date From _____ To _____

23. List your last five employers. List your present or most recent job first. Include military service in proper time sequence and include temporary and part-time jobs.

(1 Employer's Name)		Type of Business	
Address-City-State			
Name/Title of Supervisor	Phone	From (Date)	To (Date)
Position and Duties	Salary Per Month	Reason For Leaving	
(2 Employer's Name)		Type of Business	
Address-City-State			
Name/Title of Supervisor	Phone	From (Date)	To (Date)
Position and Duties	Salary Per Month	Reason For Leaving	

(3) Employer's Name		Type of Business	
Address-City-State			
Name/Title of Supervisor	Phone	From (Date)	To (Date)
Position and Duties	Salary Per Month	Reason For Leaving	
(4) Employer's Name		Type of Business	
Address-City-State			
Name/Title of Supervisor	Phone	From (Date)	To (Date)
Position and Duties	Salary Per Month	Reason For Leaving	
(5) Employer's Name		Type of Business	
Address-City-State			
Name/Title of Supervisor	Phone	From (Date)	To (Date)
Position and Duties	Salary Per Month	Reason For Leaving	
24. Can NWCDS contact your current and former employers?		YES _____	NO _____
25. Do you have any foreign language skills?			
Yes _____		No _____	
(Language)			
26. List the names of three persons not related to you and not former employers who have known you for some time. Local references are preferable to those from outside the State. All persons to whom you refer will be asked to appraise your character, ability, experience, personality and other relevant qualities.			
(1) Name	Home Phone	Business Phone	
Address	Years Known		
Business Address	Occupation/Profession		

(2) Name	Home Phone	Business Phone
Address	Years Known	
Business Address	Occupation/Profession	
(3) Name	Home Phone	Business Phone
Address	Years Known	
Business Address	Occupation/Profession	

The information contained in this application is true to the best of my knowledge and belief. I understand that any false or inaccurate information or misrepresentation of facts given in my application, interview(s), or any other employment form, may be sufficient reason not to hire me and may be reason for my subsequent dismissal.

I understand and agree that all information furnished in this application may be verified by Northwest Central Dispatch or its authorized representative. I waive any right I may have to notice from any individuals and organizations named or referred to in this application and any law enforcement organization to give Northwest Central Dispatch all information relative to such verification and hereby release such individuals, organizations and Northwest Central Dispatch from any and all liability for any claim or damage resulting therefrom.

I understand that, if hired, I will be required to provide documentation of both my identity and employment eligibility in the United States in accordance with the Immigration Reform and Control Act of 1986.

I understand that, if hired, I am required to abide by all rules and regulations of Northwest Central Dispatch and to comply with all policies and procedures in any employee handbook, policy and procedure manual or other communications to employees. I further understand that Northwest Central Dispatch's policies and procedures are not a contract of employment, and can be modified at anytime without notice to me.

I understand that Northwest Central Dispatch is not obligated to provide employment and that I am not obligated to accept employment. Nothing in this application, or in any prior or subsequent oral or written statement, is intended to create any contract of employment or to create any rights in the nature of a contract of employment either express or implied. This application does not bind either party for a specific period of time regarding employment. If hired, nothing in this application shall restrict my right as an employee or the right of Northwest Central Dispatch as an employer to terminate my employment at any time for any reason or no reason.

I hereby acknowledge that I have read and understand the above statement.

Signature of Applicant

Date

The Northwest Central Dispatch System is an Equal Employment Opportunity Employer and does not discriminate against any individual in any phase of employment in accordance with the requirements of Local, State and Federal Law.

