

Application must be filled out completely to be valid.

# ATHENS COUNTY 911 – EMERGENCY COMMUNICATIONS

## Employment Application



APPLICANT INFORMATION												
Last Name			First			M.I.		Date				
Street Address						Apartment/Unit #						
City				State				ZIP				
Phone				E-mail Address								
Date Available			Social Security No.			Desired Salary						
Position Applied for												
Are you a citizen of the United States?			YES <input type="checkbox"/>		NO <input type="checkbox"/>		If no, are you authorized to work in the U.S.?			YES <input type="checkbox"/>		NO <input type="checkbox"/>
Have you ever worked for this company?			YES <input type="checkbox"/>		NO <input type="checkbox"/>		If so, when?					
Have you ever been convicted of a felony?			YES <input type="checkbox"/>		NO <input type="checkbox"/>		If yes, explain					
EDUCATION												
High School			Address									
From		To	Did you graduate?		YES <input type="checkbox"/>		NO <input type="checkbox"/>		Degree			
College			Address									
From		To	Did you graduate?		YES <input type="checkbox"/>		NO <input type="checkbox"/>		Degree			
Other			Address									
From		To	Did you graduate?		YES <input type="checkbox"/>		NO <input type="checkbox"/>		Degree			
REFERENCES												
<i>Please list three professional references.</i>												
Full Name				Relationship								
Company				Phone								
Address												
Full Name				Relationship								
Company				Phone								
Address												
Full Name				Relationship								
Company				Phone								
Address												

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PREVIOUS EMPLOYMENT			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

MILITARY SERVICE	
Branch	From To
Rank at Discharge	Type of Discharge
If other than honorable, explain	

READ EACH OF THE FOLLOWING PARAGRAPHS CAREFULLY. INDICATE YOUR UNDERSTANDING OF, AND CONSENT TO THE CONTENTS AND CONDITIONS OF EACH PARAGRAPH BELOW BY PLACING YOUR INITIALS AT THE END OF EACH PARAGRAPH. IF YOU HAVE ANY QUESTIONS REGARDING THESE PARAGRAPHS, CONTACT THE EMPLOYER BEFORE INITIALING.

- I understand and accept that, as a condition following an offer of employment and prior to assuming the duties of the position for which I am hired, I may be requested to take any medical and/or psychological examination that the employer deems to be necessary to determine whether I can perform the essential functions of the job. I understand this will include drug testing and hearing testing which may affect my ability to perform the duties of the job. \_\_\_\_\_ **(initial here)**
- I understand and accept that the employer provides a seven day per week and twenty-four hours per day service, and therefore, if employed, I may be required to working evening shifts, night shifts, weekends and holidays. \_\_\_\_\_ **(initial here)**
- I understand and accept that the employer requires a high degree of integrity and confidentiality of its employees. I also understand and accept that various law enforcement and informational agencies that exchange information and data with the employer may require that the employer's employees to do not have a past record of unlawful activities. Therefore, I understand and accept that it will be necessary for the employer to investigate my background for any criminal or unlawful activity. \_\_\_\_\_ **(initial here)**

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- 4. I understand and accept that if any information required in this application is found to be falsified or intentionally excluded, my application may be disqualified from further consideration. I further understand and accept that if I am employed by the employer, I may be subject to disciplinary action, including termination, if any information by this application has been falsified or intentionally excluded. \_\_\_\_\_ **(initial here)**

**STOP, THIS APPLICATION MUST BE SIGNED IN THE PRESENCE OF A NOTARY!!!!**

**DISCLAIMER AND SIGNATURE**

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature

Date

In the State of Ohio  
County of \_\_\_\_\_:

Sworn to and subscribed before me according to law, by and above named applicant this \_\_\_\_\_, day of \_\_\_\_\_ 20\_\_\_\_\_.

(SEAL)

\_\_\_\_\_  
Notary

\_\_\_\_\_  
Date Commission Expires

DO NOT WRITE BELOW THIS LINE – OFFICE USE ONLY

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

Test score: \_\_\_\_\_

Passed/Failed: \_\_\_\_\_

No Show: \_\_\_\_\_

**Athens County 9-1-1 Emergency Communications  
JOB DESCRIPTION**



<b>TITLE: 9-1-1 PUBLIC SAFETY TELECOMMUNICATOR</b>
<b>EFFECTIVE DATE: August 19, 2014</b>
<b>REPORTS TO: 9-1-1 Director</b>
<b>APPROVAL AUTHORITY: Athens County Board of Commissioners</b>
<b>PROBATIONARY PERIOD: 180 days</b>

**SUMMARY/GENERAL DESCRIPTION OF POSITION:**

9-1-1 Public Safety Telecommunicators are specialists which perform communication duties for Emergency Medical Services, Fire Departments, Law Enforcement Agencies and other agencies of Athens County and the cities located within. They answer citizen's calls for service, which are both emergency and non-emergency in nature and dispatch the various branches of emergency services and equipment to handle any type of emergency or non-emergency situation. 9-1-1 Public Safety Telecommunicators must know and accurately follow appropriate procedures.

9-1-1 Emergency Communication center personnel provide the vital first-link between citizens and the appropriate resources. The 9-1-1 Public Safety Telecommunicators must continually maintain the physical and mental ability to receive, process, and respond to urgent situations. 9-1-1 Public Safety Telecommunicators should demonstrate a number of traits which include multi-tasking, concern, courtesy, patience, exceptional listening, and verbal communication skills. Emergency Services Dispatchers must condition themselves to confront any crisis. 9-1-1 Public Safety Telecommunicators must be self-managing during the absence of direct supervision.

**ESSENTIAL DUTIES & JOB FUNCTIONS:**

1. Receive requests for law enforcement, fire and emergency medical service by telephone and answer routine 9-1-1 emergency and non-emergency calls. This position is responsible for obtaining and gathering data concerning the authenticity, nature, and location of the incident and caller's identity; based on established operating guidelines and procedures. Relays all information to appropriate agencies.
2. Evaluates speech and emotional state of caller. Takes action necessary to calm caller, provides instructions, assistance, and provide services as required by the circumstances.
3. Operates multiple computer terminals to transmit or receive call and law enforcement record information.
4. Ability to take information from multiple sources regarding an ongoing situation and produce an accurate narrative with key elements and facts.
5. Ability to listen and/or give instructions while quickly and accurately entering information using a keyboard and other systems.
6. Ability to remember and accurately transcribe spoken information including names, addresses, sequences of letters and numbers, descriptions and directions.
7. Relays pre-arrival instructions to callers according to established protocols.

**Athens County 9-1-1 Emergency Communications  
JOB DESCRIPTION**



8. Maintains appropriate records, legal documents and prepares reports of activities occurring during shift.
9. Communicates with the public, user agencies and outside agencies in a professional and courteous manner and processes information efficiently.
10. Able and willing to work on any shift, any day of the year including holidays, and to work overtime as necessitated by events of the day or for anticipated heavy service load events/shifts.
11. Demonstrates an ability to effectively listen, speak and write and interact within a diverse workgroup, with emergency personnel and the public.
12. Demonstrates ability to maintain a professional demeanor in complex or difficult situations and ability to produce clear, written correspondence.
13. Cultivate and maintain a climate that is free of harassment, intimidation, and disrespect.
14. Perform other duties as required or assigned.

**WORKING CONDITIONS:**

Work schedule requires overtime, nights, evenings, weekends, and/or holidays. Work is confined to an immediate work area that requires continuous staffing. Sit for long periods, using telephones and multiple computer terminals. Time is spent at computer display terminals viewing monitors. Work involves sensitive telephone contact with the members of the public, who may be hostile, emotional, unstable, or physically or mentally distraught. This position requires the ability to deal with times of high stress due to emergencies. Light physical effort required. Regularly required to sit or stand, bend and move about the facility.

**JOB REQUIREMENTS (Education, Experience, Professional Affiliations)**

*Mandatory:*

1. High school diploma or G.E.D. and 18 years of age.
2. Typing speed of 40 net WPM.
3. Excellent writing skills, including spelling and grammar, and concise paraphrasing skills.
4. Must obtain CPR certification within one year of employment.
5. Must obtain APCO Public Safety Telecommunicator 1 certification within one year of employment.
6. Must obtain APCO EMD certification within one year of employment.
7. Must obtain LEADS certification and an active login within three months of employment.
8. Must obtain NIMS 100, 200 and 700 certifications within one year of employment.

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9. Ability to speak in clear and concise English. Able to understand, follow and recall complex verbal and written instructions and information.
10. Ability to learn to operate a variety of radio, computer, telephone and other communication devices.
11. Ability to think clearly and critically and act quickly in emergency or stressful situations.
12. Able and willing to maintain a calm, courteous, professional manner while providing good customer service along with demonstrating strong interpersonal skills.
13. Able and willing to establish and maintain effective working relations with co-workers, supervisors, personnel from other agencies and the public.
14. Successful completion of drug screen, background check and hearing tests.
15. Must be able to work requested and/or required shifts and/or overtime.
16. Able and willing to complete at least twenty-four (24) hours of continuing education and/or recurrent training and all mandated training required per management directives annually and to maintain required certifications.

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I, \_\_\_\_\_ (Employee's Name), have read and understand this job description and understand that a copy will be filed in my personnel file. I can perform all of the duties required of this position.

\_\_\_\_\_  
(Employee signature)

\_\_\_\_\_  
(Date)