Fall 2016
Communications Officer
Hendersonville Police Dept

Information Letter to Communication Officer Applicants:

Thank you for your interest in applying for a position on our Communication Officer Eligibility List. This position receives and processes requests for emergency and non-emergency assistance and dispatches emergency medical, law enforcement, fire, animal or other resources. Due to the critical and sensitive nature of this position, this is an involved process, so it is important that you read the following carefully.

We establish hiring lists periodically. For each opening, the Police Chief can request up to five of the top ranked names on the list and make his choice from any of the five. There will be an insufficient number of viable candidates remaining on our current list and, per our rules, we will be establishing a new list.

QUALIFICATIONS:

US citizen; 18+ years of age, High School Diploma/GED, ability to successfully complete background and other tests; ability to use basic computer software; prior communication experience a plus. For more details, check out the Job Description on the job link.

CONTRACT

Upon hire, communication officers are required to sign a contract and a memorandum of understanding regarding length of service and reimbursement for training costs (see Training Agreement).

SOME DETAILS ABOUT THE POSITION

The Police Department's communications center is staffed 24 hours a day, 7 days a week. Communications Officers work 40 hours per week over a 5 day work week. The shifts are scheduled for 9 hours which includes a 1-hour unpaid lunch break.

A newly hired Communications Officer will be assigned to a Training Officer for approximately six (6) months or less depending on performance level. During this training period, all aspects of emergency dispatching will be covered and the recruit is tested on all information given. In addition, the recruit will receive mandated training on NCIC operations. Most of this training will be conducted on the day-time shift; however, the recruit will work a considerable amount of time on all shifts and flexibility in schedule availability is required. Once a recruit has completed the training program, they will be rotated through all three shifts. Shifts are bid according to seniority.

THIS PROCESS (Steps 1-4):

1. On-line typing test - REQUIRED PRIOR TO STEP #2 - **Deadline is November 2, 2016 at 4:00 PM CST**.

2. Complete Job Application - Must be received by time scheduled for Computer Simulated Test. Testing will be scheduled **up through November 11, 2016 at 4:00 PM CST.**

3. Take Computer Dispatch Simulated Test as scheduled

4. Complete Personal History Statement and submit to Personnel **by 4:00 PM CST on December 2, 2016.**

Step #1 – Typing Test
This position requires accurate data entry skills so one of the first screening requirements is to make certain that candidates will be able to keep up with the pace in dispatch. We have a minimum requirement of 30 net wpm, with 84% accuracy for this position. For this test we have an online service that you can access from your own computer. Follow the instructions below.

For Practice Only – Typing Test
Important: You can practice until you feel you are ready to take the test. I would strongly recommend you do so to get the feel of this particular test. While you are taking the test, you may make corrections as you go, keeping in mind this will affect your speed.

You will notice upon practice that corrections are allowed as long as you don't hit the space bar after the word. To go to the practice section only, type in www.typingmaster.com. Go to the left hand bottom of the page and link to the free online test link. Your actual test will be three minutes in duration, so you might want to choose that time as your practice option. Accuracy is as important as speed. We will be getting verification from the service as to your scores.

If after practicing, you find that your typing is not what this position requires, you may choose to not take the official test and go no further in the application process. If you are still interested in employment with us in another position that may not require this level of typing skill, you can ask to complete another interest card to be kept on file.

Actual Test (Required to Apply) – Typing Test
Go to http://hvilletesting.AssessTyping.com/ and take the online typing test. Print the results if you score 30 net wpm or greater and have 84% accuracy. (If you do not have access to a computer, you may use the one in our testing room; please call to set up a time). You only have to pass ONE time. If you pass the first time, there is no need to continue to take it. This portion is simply pass/fail. No need to try and better your score if you pass.

If your typing test meets the above criteria, complete the Job Application and bring or mail it to us along with the printed copy of your ACTUAL typing test. On the printed copy of the typing test, please write the following statement: I certify that this typing test represents my own work. Sign and date it in ink.

Please note: The practice test may NOT be submitted in lieu of the actual online typing test. Please submit only actual online typing test results that reflect meeting the above criteria. We will be verifying typing skills in later tests. We do receive notification from our test vendor of attempts by candidates to take the actual online typing test. Please DO NOT sign in under multiple e-mail accounts you may have in an attempt to pass the test. There is a 5-test attempt maximum per candidate.

Step #2 - Job Application
NOTE: This is only to be completed if you successfully pass the online typing test.

You can find the Job Application at the following job link: www.hvilletn.org/communicationsofficer
Complete in ink and return to Personnel Department at City Hall. We will not accept faxed or electronic applications. You must personally sign the application. If you are unable to download the application you may pick up an application at City Hall in the Personnel office located at 101 Maple Drive North, Hendersonville, TN 37075.

DEADLINE FOR RECEIPT OF JOB APPLICATION: You will be asked to bring this when you are scheduled to take Computer Dispatch Simulation Exam which should occur no later than **4:00 PM CST on November 11, 2016.**

Step #3 - Computer Dispatch Simulated Test
This is a computer simulated test given on a computer in our Personnel office. Criticall is an online test that simulates the actual skills and computer related multi-tasking abilities related to this position.

You will be contacted and given a choice of times to come to our office to take this test. Our office is located in City Hall at 101 Maple Drive North in Hendersonville. This test lasts about 2 hours.

Step #4 - Personal History Statements

Once you have successfully completed your Computer Simulated Test AND PASSED, you will be notified to complete an additional application known as a Personal History Statement. This is for the use of the Police Department in conducting their extensive background investigation. This document must be completed in its entirety and notarized in several locations. While you are not required to complete this document initially, we suggest that you review it now to see the types of information that will be required. These items are as follows:

- Certified copy of any criminal offense disposition, including traffic-related offenses in which you were charged.
- Official college transcript from an accredited college or university OR
- High School diploma or GED
- Birth Certificate (copy)
- Social Security Card (copy)
- Valid 'Class D' Driver's License (copy)
- Recent photograph – full face (no photo copy)
- DD-214 if applicable

Information on Completing Personal History Statements

In the past, we have had a number of applicants who have been disqualified due to either errors on the applications or incomplete applications. Several areas that are going to require extra attention on your part:

Arrests - This terminology includes all traffic citations such as for speeding, parking tickets or running a stop sign for your entire driving career. You are REQUIRED to obtain a court disposition of whatever transpired. To do so, you must contact the court of the jurisdiction in which you received your citation, to obtain a CERTIFIED copy of the disposition.

If something does not apply to you, you must draw a line through it and write 'N/A'. Do not leave any blanks.

Photos: Please provide one that can be used to identify you when inquiries are being made on your behalf. We need something that looks like you now and not an old photo.

****Personal History Statements are due to the Personnel office at Hendersonville City Hall by 4:00 PM CST on December 2, 2016.**

RANKINGS

Once all of the steps have been completed, we will compile your score based on the following chart.
You will be notified by mail of your results.

		Possible Points
Computer Exam	Must score 70% or better to pass	90 points
Years' Experience	2 points per year for experience dispatching emergency service calls (Ambulance, Police, and/or Fire)	10 points
	BONUS POINTS	
City Service	Applies to City of Hendersonville employees Full Time service only	1 point per year max of 5 points
Military	Requires DD-214 verification certain periods apply	2 points
Disabled Military	Requires DD-214 verification certain periods apply	5 points

PAY AND BENEFITS INFORMATION

Entry base pay is $2,847 per month or $16.43/hour. We offer shift differential, educational attainment pay, and a full benefit package.

The City offers a fully paid employee benefit package that include the following:

- Dental and Vision
- Employee Assistance Program (EAP)
- Long Term and Short Term Disability
- Life insurance
- Tuition reimbursement
- Generous Vacation/Sick leave (one day per month each)
- 12 paid holidays yearly - holiday pay
- Retirement thru Tennessee Consolidated Retirement System (TCRS)
- Longevity bonus beginning on second anniversary of employment
- You will have a choice of 3 Blue Cross Blue Shield medical plans that we offer

For more information, see the link to the 'Employee Benefit Manual' which is on the City's website.

EMPLOYMENT

As you can see, this is a very extensive and time consuming process. Due to security and other issues, the City of Hendersonville Police Department has to conduct due diligence on the caliber and integrity of its employees. The background investigations can take some time to complete. Friends, neighbors, former employers are interviewed in addition to computer searches of police data bases.

Once background investigations have been completed, top ranked candidates are then interviewed by the Chief of Police. If you are given an offer of employment, it will be conditional based on some pre-employment testing. Successful completion of medical, eye, polygraph, psychological, and other examinations will be required prior to employment.

DEADLINES

- Online Typing Test: **Wednesday, November 2, 2016 at 4:00 PM CST.**
- Computer Simulated in Personnel office: **Friday, November 11, 2016 at 4:00 PM CST.**
- Completed Personal History Statement packet: **Friday, December 2, 2016 at 4:00 PM CST.**

Thank you for your interest and please call us at (615) 264-5314 or email us at personnel@hvilletn.org if you have further questions that have not been addressed.