

EMERGENCY DISPATCH SUPERVISOR APPLICATION INSTRUCTIONS

This cover letter contains instructions and information regarding the application and hiring procedures for the position of Emergency Dispatch Supervisor. **Please keep this cover letter for your reference.** The City of Fort Collins Police Services will be establishing an eligibility list for the position of Emergency Dispatch Supervisor with the expectation that any applicant hired must satisfactorily complete a probationary period.

Please read this instruction sheet carefully, **as any omission or error on your part in the submittal of the application and subsequent testing may be grounds for dismissal from the selection process or from employment.** This packet contains the following material:

- Application Instructions
- City of Fort Collins Application for Employment*
- Background Investigation Information Letter
- Personal History Statement*
- Pre-employment Controlled Substance Test and Consent Release*

APPLICATION PROCESS:

Please complete all information on the application, personal history statement, and pre-employment controlled substance test consent and release forms.

A cover letter and detailed résumé must be submitted with the application packet.

This position is open until filled; however, the first review of applications will begin on September 28, 2009.

***The application, personal history statement form, pre-employment and controlled substance test consent, release form and résumé must be submitted together by the deadline date. Applications may be rejected if only partial packets are submitted.**

OVERALL HIRING PROCESS:

All candidates will be notified following completion of each step in the process about whether they have been selected to continue in the process. **Please do not call the City to determine your status. You will be contacted as soon as information is available.** The hiring process will include the steps listed below:

- Applications and résumés screening
- Telephone Interview: Behaviorally based questions before a panel via telephone
- Assessment Center: Job related exercises used to evaluate candidates on behaviors relevant to the most critical competencies for the job.
- Executive Interview: Interview with top management of Informational Services Division Staff.
- Background Check: In-depth background investigation to Include:
 - Personal Background Information Packet
 - Integrity Interview
 - Computer Voice Stress Analysis
- Eligibility List: An eligibility list may be established to be used for a specified time period up to one calendar year.
- Conditional Job Offer: Pre-final offer drug screen.

INITIAL SCREENING/NOTIFICATION PROCESS:

Applications and résumés will be screened prior to any testing. **Applicants will be notified via email whether or not they meet the minimum qualifications and hiring standards to proceed to the next step in the process.**

TELEPHONE/ORAL BOARD INTERVIEW:

Each applicant will be asked a series of behaviorally based questions requiring a response. Applicants will be scored on their response with an overall minimum cutoff score established to proceed to the next portion of the process; the Assessment Center.

ASSESSMENT CENTER:

Two or more exercises including job-related simulations and interviews, designed to evaluate candidates on behaviors relevant to the most critical aspects (or competencies) of the job.

OUT OF STATE / AREA APPLICANTS:

In order to accommodate out-of-state applicants a consolidated background process will be established upon successful completion of the oral board interview. Applicants should plan on remaining in Fort Collins for an additional two days in order to complete the consolidated background process. The consolidated background process will require the applicants to participate in an Integrity Interview and a Computer Voice Stress Analysis (CVSA) exam.

EXPENSES:

Applicants selected to test do so at their own expense. The City of Fort Collins will not assume responsibility for the cost of travel expenses. Additionally, the City will not assume responsibility if an applicant chooses to make travel arrangements prior to a determination that he/she is eligible to test. Out of state applicants may need to make up to two visits to Fort Collins to complete the entire hiring process.

COMMUNICATIONS:

All communications for this process including: acceptance or rejection notices; all testing and interview dates, times and locations and other required final process steps will be conducted by e-mail, unless time constraints dictate otherwise. Those applicants without an e-mail address will be notified either by phone or mail.

If you have tried to send an e-mail and it was rejected, your e-mail may have been blocked by the anti-spam filters. If this is the case, please go to www.fcgov.com/antispam and fill in the information requested. It will be submitted to the City's IT department. They will contact you and make the necessary modifications to the City's anti-spam filters so that your e-mail will flow through.

The logo for the City of Fort Collins, featuring the text "City of Fort Collins" in white on a dark blue background. A white wave-like graphic is positioned below the text.

EMERGENCY DISPATCH SUPERVISOR

CITY OF FORT COLLINS, CO
EMERGENCY DISPATCH SUPERVISOR

REQUISITION #9021

3 FULL-TIME, COLLECTIVE BARGAINING UNIT POSITIONS

Fort Collins Police Services is seeking experienced individuals to fill three shift supervisor positions in the emergency communications center. The successful candidates will have strong communication, interpersonal, and problem-solving skills. The ideal candidates will also possess the ability to work successfully within a team environment and demonstrate strong customer service skills. A high school diploma or general education degree (GED) with additional training in public safety dispatch communications plus a minimum of three years related experience as a dispatcher; or equivalent combination of education and experience is required.

THE POSITION

SUMMARY: Supervises, delegates and coordinates work activities of assigned personnel in the day to day operations of a 9-1-1 Emergency Communications Center. Performs duties as an Emergency Services Dispatcher as necessary which include; receiving emergency or non-emergency calls, and dispatching personnel and equipment.



Photo by Ed LaCasse



ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties and responsibilities are illustrative of the primary functions of this position and are not intended to be all-inclusive:

- Supervises emergency services dispatchers during day to day operations.
- Manages scheduling of personnel and work assignments and may adjust procedures to meet service requirements.
- Monitors daily work flow for quality and accuracy to include; telephone calls, calls for service and radio traffic as necessary.
- Trains, mentors and coaches employees and provides work guidance to employees. Provides regular review of performance.
- Assists with screening of new applicants and makes recommendations for hiring, terminations or disciplinary actions.
- Provides interpretation and guidance regarding City, department and center policies and procedures. May write new procedures for center as necessary.
- Suggests changes in working conditions and use of equipment to increase efficiency of work area.
- Assists employees in solving work problems; maintains cooperative and compatible working relations.
- Meets with committees composed of representatives from emergency service departments, the public, and other interested groups to develop, review, and update policies and procedures for dispatch office.
- May provide instruction to new officers, citizen's academy attendees and promote or speak at public education campaigns and trainings.
- Updates information such as map changes, premise hazards, informational files, etc.
- Monitors dispatch committees such as; Mentoring, Recognition, etc.
- May assist with the budget by providing input into budget preparation and directing expenditure of department funds.
- Frequently performs the functions of subordinate employees, such as receiving incoming calls and dispatching emergency services.

- May supervise the Communication Training Officer Program (CTO).
- May have responsibility for maintaining the Emergency Medical Dispatch (EMD) program and all related audits and training.

SUPERVISORY RESPONSIBILITIES: This position is responsible for the supervision of City employee(s).

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

PHYSICAL DEMANDS: 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include color vision.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The employee works in a normal office environment. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THE SUCCESSFUL CANDIDATE

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the necessary functions of this position.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of overall emergency dispatch operations.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively both orally and in writing.
- Ability to work independently and within established time lines.
- Ability to manage and organize multiple priorities.
- Ability to type and use word processing computer programs, general office equipment, etc.
- Ability to handle high stress and emergency situations.
- Ability to add, subtract, multiply and divide numbers.
- Knowledge of NCIC/CCIC criminal justice information systems.
- Ability to use computer aided dispatch (CAD), CCIC/NCIC System, recording equipment and other applications as necessary.
- Ability to define problems, collect data quickly and accurately, establish facts, and draw valid conclusions.
- Ability to transmit facts calmly and concisely over the radio and telephone.
- Ability to carry out instructions furnished in written, oral or diagrammatic form.
- Ability to differentiate between colors and shades of colors.
- Ability to talk and/or hear (talking- expressing or exchanging ideas by means of spoken words; hearing-perceiving nature of sounds by ear).
- Ability to coordinate hands and eyes rapidly and accurately in using automated applications.
- Ability to be on call and to respond in a timely manner to urgent situations as necessary.

EDUCATION AND EXPERIENCE: High school diploma or general education degree (GED) with additional training in public safety dispatch communications; with a minimum of three years related experience as a dispatcher; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS: Emergency Medical Dispatch Certification.

POUDRE EMERGENCY COMMUNICATIONS CENTER

Poudre Emergency Communications Center (PECC) answers 911 calls that originate from residences within the Poudre Fire Authority (PFA) and Wellington fire districts. 911 calls from cell phones may be answered



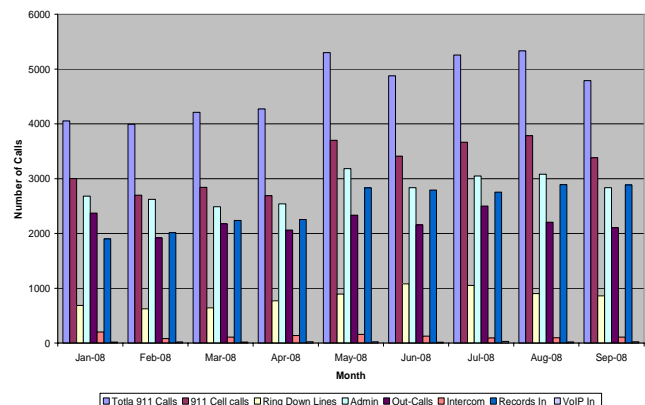
by Larimer County Sheriff's Department Dispatch or by PECC. Poudre Emergency Communications Center (PECC) is a 24 hour, 365 day a year operation. Seventeen non-emergent telephone lines are also answered daily by PECC.

PECC primarily dispatches calls for service for Fort Collins Police Services (FCPS), Poudre Fire Authority (PFA), and Poudre Valley Health Ambulance Service (PVH). Additionally, PECC dispatches for the Wellington/Waverly Volunteer Fire Department and the Platte River Fire Department.

The dispatch response area covers over 2,000 square miles and a population of over 165,000. PECC monitors nine radio channels full time, five utility channels after hours, and has the capability to monitor channels for both Colorado State University Police and Larimer County Sheriffs Department in emergencies.

911 Statistics

Poudre Emergency Communications Center
Phone Call Counts 2008



Legend: Total 911 Calls, 911 Cell calls, Ring Down Lines, Admin, Out-Calls, Intercom, Records In, VoIP In

For January - December 2007

- Processed nearly 183,000 incoming and outgoing phone calls; 57,000 were 9-1-1 calls
- PECC answered an average of 4,750 emergent calls a month; August was the busiest month with 6,076 calls
- PECC averaged 3,187 wireless (cell) 9-1-1 calls a month.
- 126,000 non-emergent calls were processed through PECC
- 21,154 police case reports and 14,893 Fire/EMS incidents were processed through PECC in 2007.

THE COMMUNITY

Located in northern Colorado, just north of Denver, Fort Collins is home to Colorado State University and an outstanding public school system. Fort Collins offers a unique blend of natural beauty, cultural and recreation opportunities, a strong economic base, and diverse employment opportunities.

Fort Collins is nestled against the foothills of the Rocky Mountains and alongside the banks of the Cache La Poudre River, and lies approximately 5,000 feet above sea level. Fort Collins' 131,000 residents enjoy a moderate, four season climate with an average of 300 days of sunshine and 14.5 inches of precipitation a year.

Fort Collins has been named one of the best places to live in America by a number of national trend sources due to its attractive amenities, good weather, location, and all around livability.

Among Fort Collins' awards and recognition are:

- Gold level "Bicycle Friendly Community" designation by the League of American Bicyclists, September 2008
- *Fast Company Magazine* Fastest City, #1 for Research and Development, July 2007
- *Entrepreneur Magazine* One of the Hottest Midsize Cities for Entrepreneurs, August 2006
- *Forbes Magazine* Best Places for Business and Career, May 2006
- *Frommer's Top 100 Affordable Communities/Best Places to Raise Your Family*, May 2006
- *Outside Magazine* One of 18 Perfect Towns in the USA, August 2005

Fort Collins has been nationally recognized for providing our residents with exceptional services. Whether it's recognition from *Money Magazine* as the nation's best place to live, or specific recognition such as Frommer's award as one of the country's best places to raise a family, Fort Collins seems to truly have it all:

- 36,000 acres of City owned Natural Areas designated for conservation and recreation
- 44 park sites constituting more than 800 acres
- 3 City owned and operated golf courses with 45 holes

- 25 miles of off road trails and 25 miles of paved multi-use trails, maintained year round
- 280 miles of bike lanes and routes
- close proximity to regional ski resorts
- Lincoln Center, a cultural arts center
- Harmony Library, a joint-use facility shared with Front Range Community College.

What makes Fort Collins *Money Magazine's* 2006 Best Place to Live and their #2 pick for 2008? It is the quality of the life the community offers. From the award winning schools, immediate access to the outdoors, the authentic downtown, and Colorado State University – there is something here for everyone. If you are seeking the Colorado lifestyle and a community in which you can challenge yourself and make a contribution, then Fort Collins is your city, "The Choice City".

COMPENSATION AND BENEFITS

Salary range for the Emergency Dispatch Supervisor is \$5,109.33 – \$6,013.83/month. The very competitive benefits package includes:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Paid Sick Leave
- Long-Term Disability
- Paid Holidays
- Paid Vacation
- Defined Contribution "Money Purchase" plan; City and employee contribute 8% of salary
- Deferred Compensation
- Life Insurance
- Employee Assistance Program
- Fitness incentive

TO APPLY

SELECTION PROCESS: The selection process will include review of application (including cover letter and resume) and Personal History Statement, oral interview, assessment center, background investigation, Computer Voice Stress Analysis. Post-offer drug test and psychological exam required.

Qualified candidates please visit www.fcgov.com/jobs and submit the online application packet along with a cover letter and detailed resume. This position is open until filled; however, the first review of applications will begin on September 28, 2009.

**THE CITY OF FORT COLLINS IS AN
EQUAL OPPORTUNITY EMPLOYER.**



TRAINING UNIT

Committed to meeting the needs of our community through the recruiting, hiring and the development of police professionals.

Background Investigation Information

The civilian position you have applied for requires the successful completion of a Personal History Statement and a background investigation packet before you can be hired. As an employee of the City of Fort Collins, your work may allow you access to highly sensitive information contained within the police department and its computer systems. Because of this, a background investigation is conducted to ensure the integrity of the employees and to maintain the confidentiality of the information.

The police department and the City of Fort Collins recognize that there are no perfect people. Many of us have made mistakes in the past. We learn from those mistakes, try not to repeat them and are honest when asked about them. The purpose of the Personal History Statement and background investigation packet is to verify the honesty and integrity of prospective employees, and to ensure the future employee meets the minimum hiring standards that have been set for the position.

The Chief of Police and his staff have created a set of minimum hiring standards which prospective employees must meet prior to being hired. These standards are in addition to the requirements that may have been set up by the work unit which is doing the hiring. Some of the minimum standards for the police department are:

- Must be a United States Citizen or be able to legally work in the United States.
- Cannot have used, sold or produced marijuana within two years prior to the application deadline.
- Cannot have used, sold or produced illegal drugs (other than marijuana), including steroids, within four years of application deadline.
- Cannot have been recently convicted of a DWAI or DUI.
- Cannot have been recently convicted of criminal offense.
- This list is not all inclusive.

Omitting information, lying or falsification on any of the documents will be cause for removal from the hiring process. The list above is not all inclusive. Please note that more people have been disqualified for omitting information than would have been if the same information had been disclosed.

The background process involves completing a lengthy information packet. It is important to be honest and complete all of the forms and provide explanations when requested to do so. At some point in the process, you will meet with a background investigator from the police department to go over the information you have provided. You will also be required to complete a CVSA exam which helps us determine the accuracy of the information you provided.

Should you have any questions about the Personal History Statement or background process you may contact the Fort Collins Police Department Training Unit at 970-416-2122.

DO NOT return this form with your application materials!