



City of Paducah Emergency Communications
510 Clark St.
Paducah, KY 42003

Pre-Employment Information Packet

This information is provided to help the applicant understand requirements to become a successful City of Paducah Emergency Communications Telecommunicator.

**Applicants are strongly urged to read all of the enclosed material.*



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APPLICANT JOB DESCRIPTION

A Telecommunicator is responsible for answering 9-1-1 telephone lines, dispatching public safety personnel and equipment, and recording and relaying sensitive information that may involve life and death situations. As an employee of the 911 Communications Services Department, the Telecommunicator shall obey all policies, procedures, rules and regulations of the 911 Communications Services Department.

Illustrative Duties

- Takes 9-1-1, TDD, administrative and private line telephone calls.
- Communicates effectively with citizens and the personnel of the agencies with which we interact.
- Dispatches calls to appropriate police and/or fire units via radio and coordinates responding back-up units if necessary.
- Monitors radio frequencies, alarm board and LINK/NCIC computers for significant activities.
- Provides various notifications to public safety agencies, businesses and citizens, such as providing information on accident victims, arrested persons, alarm activations, etc.
- Retrieves and disseminates a variety of information to police, fire and EMS personnel; such as warrants, stolen vehicles, complaint information, officer activity, fire activity, alarms, key holders, cross street information, etc.
- Accurately and effectively makes LINK/NCIC entries.
- Provides notifications, as needed, to utilities or other agencies; such as Paducah Power, FAA, EPA, railroads, etc.
- Activate monthly warning siren tests as directed.
- Other duties as assigned.

Qualifications

- Must be 21 years of age.
- High school diploma or equivalent is required.

Knowledge, Skills, and Abilities

- Must have 20/20 corrected vision; must hear speech from both ears in the normal range of 30 DB at 500 to 2000 Hz range.
- Must be able to speak and communicate clearly over telephones and radio.
- Must be capable of activating radio and phone systems utilizing buttons and switches.
- Must be able to type minimum of 30 words per minute.
- Must be able to input data via keyboard.
- The ability to maintain confidentiality is a must.
- Must be able to work days, nights, weekends, and holidays.
- Must be able to work overtime to maintain proper staffing levels.
- Must be able to function individually and as a team member.
- Must have the ability to handle multiple tasks at one time and remain calm in a sometimes stressful environment.

Pay & Benefits

- Beginning salary range is \$30,128.31 to \$39,091.54, depending on qualifications.
- Employees are paid every other Friday via direct deposit.
- Time and one half is paid for overtime.
- 10 Observed Holidays.
- 1 Personal Day.
- Vacation Time.
- Sick Time.
- Medical/Dental/Vision Insurance.
- Group Life Insurance.
- Employee Assistance Program.
- Longevity Pay increases.
- Pension Plan.
- Uniform Allowance.

Training

- Intense minimum 3 month in-house training program must be completed.
- 5 week Telecommunicator Academy at the Kentucky Department of Criminal Justice Training located on the campus of Eastern Kentucky University in Richmond, KY must be completed.



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REQUIREMENTS FOR APPOINTMENT AS A TELECOMMUNICATOR

1. Must be a citizen of the United States.
2. Must be at least twenty-one (21) years of age.
3. Must possess a high school diploma or GED.
4. If served in the military, must possess a conditional or an honorable discharge.
5. Must successfully undergo a fingerprint check through the Kentucky State Police (KSP) and the Federal Bureau of Investigation (FBI).
6. Must be able to identify the colors red, green and yellow.
7. Must have standard visual acuity: With or without correction of not less than 20/20 in one eye and 20/40 in the other.
8. Must hear speech from both ears in the normal range of 30 DB at 500 to 2000 Hz range.
9. Must be able to read, write, speak, and understand the English language.
10. Must be able to type 30 words a minute.
11. Must pass an interview process.
12. Must pass a medical examination.
13. Must pass a drug screen.
14. Must pass a pre-employment physical & fitness screening.
15. Must pass a psychological examination.
16. Must pass a background investigation, which includes a credit check.
17. Must submit to a polygraph examination.

REASONS FOR DISQUALIFICATION

Telecommunicator applicants may be disqualified at any time during the selection process when it is determined that such applicant is not qualified or suitable for the job, pursuant to this policy, or state or federal law.

The following criteria are designed to serve as guidelines to assist in determining disqualification and in no way limits or bars the City of Paducah from rejecting an applicant for any other reason that deems him/her unqualified or unsuitable for employment.

The criteria listed below are not applicable if a candidate was a juvenile at the time of occurrence. However, a consistent record of illegal behavior as a juvenile may disqualify a candidate if the behavior was within the last 10 years.

1. A candidate convicted of or entered an Alford plea to a felony is unsuitable for employment. A candidate convicted of or entered an Alford plea to a Class A misdemeanor or two (2) or more Class B misdemeanors within the last 10 years is unsuitable for employment.
2. A candidate that used or possessed any illegal drug while employed in a position that carries with it a high level of responsibility or public trust, is unsuitable for employment.
3. A candidate that misrepresents, falsifies, or makes omissions pertaining to his/her drug history in completing all forms used in the application process is unsuitable for employment.
4. A candidate that sold any illegal drug for profit at any time is unsuitable for employment.
5. A candidate convicted of or entered an Alford plea to a charge of driving under the influence within the last 3 years will be found unsuitable for employment.
6. A candidate that used any illegal drug (including anabolic steroids) other than marijuana more than one time/dose/usage within the last 10 years is unsuitable for employment.
7. A candidate that used marijuana within the past three (3) years is unsuitable for employment.
8. A candidate that has a consistently unacceptable record in the operation of a motor vehicle is unsuitable for employment.
9. A candidate that does not complete or cooperate with any one or more portions of the application process, or does not make himself/herself available for any one or more portions of the selections process, is unsuitable for employment.
10. A candidate that falsifies misrepresents or withholds relevant or pertinent information during the application/selection process is unsuitable for employment.
11. A candidate that demonstrates dishonesty in any one or more portions of the application/selection process is unsuitable for employment.
12. A candidate that uses or attempts to use bribery to secure advantage in selection or appointment is unsuitable for employment.
13. A candidate that demonstrates moral turpitude or a lack of sobriety or integrity is unsuitable for employment.
14. A candidate must not be prohibited by federal or state law from possessing a handgun.
15. A candidate that has repeated failures to meet obligations of indebtedness is unsuitable for employment. The frequency of bad debt, the amount of indebtedness and the candidate's history of attempting to pay the debt will factor into this disqualifier.
16. A candidate that does not meet or has violated provisions of these requirements, reasons, rules, applicable law, and/or applicable policy is unsuitable for employment.



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CONDITIONS OF EMPLOYMENT

The mission of the City of Paducah Emergency Communication Services Department is emergency oriented. Basic staffing must be maintained at all times. Therefore, it is required that employees be available for overtime assignments in order to maintain essential services.

****Overtime is a mandatory condition of employment.***

The basic tasks of the Telecommunicator Trainee (TCT) are to:

- Develop the skills to utilize telecommunications equipment, including multi-line telephones, two-way radios, and several computer systems including CAD (computer aided dispatch) and LINK (Law Enforcement Information Network of Kentucky)
- Acquire the ability to quickly, accurately, calmly and courteously obtain all essential information from callers and relay the information in an organized and easily understandable manner to responding units
- Learn to prioritize and coordinate requests for ambulances, tow trucks, backup units and other services for field units and handle multiple tasks simultaneously
- Attend and pass training sessions at Richmond, KY and at the communications center completing a training curriculum of items relating to necessary skills and knowledge
- To review and study various operational manuals, geographical aides, data entry and inquiry

WORK HOURS – SCHEDULES

During training, shift assignment will vary to accommodate the need for exposure to all shifts and the various training opportunities.

Upon the completion of training the employee will be assigned to a base schedule. However, changes may be made on short notice to accommodate staffing needs. The current schedule is a 12-hour day (6a.m./6p.m.) consisting of 36 hours one week and 48 hours the other. This creates a set schedule of work days and off days for the employee.

****Employees must be willing and able to work all shifts.***

TRAINING

An intense on-the-job training program has been developed to guide the Trainee and assist in learning the skills needed for successful job performance. During the three month training period, the Trainee is assigned to a Communications Training Officer to instruct and guide the new employee through the difficult learning period.

Trainees are scheduled to attend a 5 week long Telecommunications Academy at the Department of Criminal Justice Training Center in Richmond, Kentucky. Dormitory lodging is required and meals are provided. Trainee receives full pay while at the Academy. The Academy training is normally scheduled within the first six months of employment but depends on availability. This requirement may be waived if the Trainee is currently state certified in both LINK and Basic Telecommunications.

****The Trainee must successfully pass all training.***



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PROFILE OF A SUCCESSFUL TELECOMMUNICATOR

- A “High Level” of Personal Integrity.
- Ability to handle stressful situations.
- An even-paced persistence, an easy-going, laid-back personality.
- Ability to accept only minimal upward mobility (promotional opportunities).
- Ability to balance analytical decision making with intuitive decision making – ability to make decisions without “analysis paralysis” or “tunnel vision.”
- An independence from the evaluation of others (does not require constant reinforcement from others regarding performance).
- A high degree of self-discipline to organize and prioritize each day’s job duties.
- Ability to maintain a professional attitude (the ability to project an image of empathy yet avoid personal involvement).
- Ability to effectively prioritize information and events.
- A respect for private confidential information.
- Ability to handle both task-oriented duties and people-oriented duties.
- A genuine interest in serving the needs of others – team player abilities.
- Confident ability to control the actions of others.
- Self-reliance to act independently when required.
- The conviction to give an opinion without timidity.
- The self-assurance to take risks when necessary.
- A logical, rational approach to problem solving – an objective approach to situations and circumstances.
- Ability to recognize and admit one’s faults and/or mistakes without blaming others.
- Ability to recognize one’s own weaknesses and earnestly seek improvement.
- Ability do more than one thing at a time and remain focused under stress.
- Above average learning and problem solving abilities.