

## Thurston 9-1-1 Communications

### *Administrative Policy 005*

Title: **Application and Qualification Process for  
Public Safety Telecommunicator Positions**

Original Date: April 15, 2013

Revised Date: November 16, 2015

Approved By: James C. Quackenbush, Executive Director



#### **A. RECRUITMENT**

Recruiting practices are conducted solely on the basis of ability, merit, qualifications and competence, without regard to any individual's sex, race, color, religion, national origin, sexual orientation, pregnancy, age, marital status, military status, disability or any other characteristic protected by law. Public announcement of vacant positions shall be distributed in a manner which will attract a sufficient number of qualified persons. The vacancy shall be posted at designated public places for a minimum of five (5) working days.

Each applicant shall complete and sign an application form prior to being considered for any position. Resumes may supplement, but not replace, the TCOMM official application.

TCOMM utilizes an open and continuous application process. While applications are accepted continuously, the testing and qualification process shall take place approximately once per year.

#### **B. NON-ACCEPTANCE OF APPLICATION/APPLICANT**

The Executive Director may reject an applicant for exam or withhold an applicant's name from a list for one or more of the following reasons:

1. The application process is part of the examination. Should the Executive Director determine that the application is not complete, the application will be denied and the applicant will be advised, in writing, by the Executive Director or designee;
2. The individual does not meet the minimum requirements set forth in Section C, below, or in the official exam announcement;
3. The individual is unable to perform the duties of the position sought;
4. The individual has been convicted of any felony or of a misdemeanor involving moral turpitude (See Chapter 9.96A RCW.);

5. The individual has been dismissed or has resigned in lieu of discharge from any position, public or private, for any cause which would be a cause for discharge from TCOMM or has an unsatisfactory record of employment with any other agency or organization;
6. The individual has made any material false statement or has attempted any deception or fraud in connection with this or any other application and/or examination process for employment;
7. The individual fails to appear at the designated time for any portion of the application and/or exam process;
8. The individual assisted in preparing the exam for which application is sought or obtained confidential information concerning such exam which might give him or her unfair advantage over other applicants;
9. The individual promises to pay any money or other valuable thing to anyone for an actual or prospective advantage in the exam process;
10. The applicant has previously applied for employment with TCOMM and has been rejected at any time after the preliminary oral interview (Section E(4), below); or
11. Failing to meet any qualification criteria required by law.

**C. MINIMUM REQUIREMENTS**

All applicants must be United States citizens and have the ability to read and write the English language. Applicants must be at least eighteen (18) years old and have a high school diploma or its equivalent.

If there is a reasonable doubt as to whether the applicant meets the requirements outlined in the applicable classification specification, the Executive Director may admit the applicant to the exam on the condition that the particular requirements are met to the satisfaction of the Executive Director prior to an applicant moving forward in the process. If the requirements are not met to the satisfaction of the Executive Director in a timely manner, the individual will not move forward in the current recruitment process.

**D. NATURE AND TYPES OF EXAMINATION**

All exams shall be competitive, impartial and practical in their character. The exams shall be designed to qualify and rank applicants in terms of their relative fitness to perform the duties of the class or position for which the exam was ordered. An exam shall be deemed to be competitive when applicants are tested as to their relative qualifications, knowledge, skills and abilities or when a single applicant is scored against a fixed standard.

Exams may include written tests, personal qualifications, physical or performance tests, psychological tests, evaluations of training and experience, interviews, any other suitable evaluation of ability to perform the job, or any combination of such tests. Such tests may evaluate education, training,

experience, performance, aptitude, knowledge, skill, physical condition, personal characteristics and other qualifications to determine relative qualifications and abilities of the candidates.

The Executive Director will assure that the exams conform to the regulations of the Equal Employment Opportunity Commission.

## **E. HIRING PROCESS**

Applicants must be able to successfully pass each phase of the following hiring process. Disqualification may occur at any level of this hiring process. Applicants who have completed the preliminary interview phase but are not invited to continue in the current recruitment process must wait two (2) years before reapplying for a Telecommunicator position.

### **1. Initial Application and Practical Skills Testing**

Applications and initial testing for Telecommunicator positions are on-going through Public Safety Testing (PST), with scores retrieved from PST on an as-needed basis. The top scoring candidates will be contacted to complete the official TCOMM employment application and move to the next phase in the process.

### **2. Criminal Background Check**

The top scoring candidates on the initial practical skills test will have a criminal background check. The criminal background check may include federal, state and local criminal databases (NCIC III).

### **3. Additional Practical Skills Testing**

### **4. Preliminary Oral Interview**

Top candidates from the practical skills testing who have successfully passed the criminal background check will advance to oral interviews with a panel of Telecommunications Supervisors and Telecommunicators. The number of applicants selected for the oral interview will depend on the number of positions to be filled.

### **5. Executive Director's Interview**

Candidates who have successfully completed the hiring process through this point will be provided a "conditional offer of employment". THIS IS NOT A FINAL EMPLOYMENT OFFER; BUT RATHER IS A CONDITIONAL OFFER, SUBJECT TO SUCCESSFUL COMPLETION OF THE REMAINDER OF THE HIRING PROCESS.

### **6. Psychological Examination and Testing**

Candidates who pass all phases of the testing process through the psychological examination are placed on a "Candidate List" in the order of their combined ranked scores on the practical skills test, oral interview, and executive director's interview.

**7. Background Investigation and Reference Check**

**8. Final Offer of Employment**

Once a position (or positions) becomes open, a final offer of employment may be made to candidates selected from the candidate list. Selected candidates who receive a final offer of employment are required to complete a baseline hearing exam and a fingerprint verification check prior to their first day of employment.