



Habersham County E-911

175 E.O.C. Dr.
Mt. Airy, Ga. 30536
(706) 778-3911

Dear Communication Officer Applicant:

Thank you for your interest in the position of Communication Officer with Habersham County E-911 Center. Applicants must be at least **18 years of age** and meet standards required for State Certification to be considered for employment. Attached you will find the information and application for the position in which you are applying. **Please provide all information requested, read and follow all instructions and complete this application in its ENTIRETY.** Notarization of application is responsibility of applicant. Failure to follow these instructions could disqualify you from consideration for this position.

To be considered for this position of Communication Officer you will be asked to complete the following:

- Submission of complete application
- Typing Test with 35 wpm with 85% accuracy is required
- Spelling Test
- Several Comprehension Tests

Completion of these tests with satisfactory score will progress your application and test results to be reviewed for a possible interview. If chosen for the interview, you will go before an Oral Board for the Communication Officer position at Habersham County E-911 Center.

In passing the Oral Board Interview you will be asked to participate in further testing such as a physical examination, drug screen, hearing test and fingerprint.

The following information is required to be submitted when hired for employment.

- Copy of certified BIRTH CERTIFICATE
- Copy of certified CERTIFICATE OF CITIZENSHIP (if natural or a repatriated citizen of the United States).
- Copy of certified HIGH SCHOOL DIPLOMA or GED and your COLLEGE DIPLOMA if you are a graduate.
- Copy of DRIVER'S LICENSE.
- Copy of your SOCIAL SECURITY CARD.
- Copy of certified MILITARY DISCHARGE (form DD-214, Member 4), if you are a veteran of the Armed Forces.
- Copy of GEORGIA P.O.S.T. CERTIFICATE if certified by the State of Georgia as a Communications Officer.

Again, thank you for your interest in employment with Habersham County E-911 Center. If you have any questions, please feel free to call 706-778-3911.

Respectfully,

Habersham County E-911 Center
Lynn Smith/Director

Please detach pages 1-3 from your application and keep for your future reference.

JOB TITLE: COMMUNICATIONS OFFICER

DEPARTMENT (S): CENTRAL COMMUNICATIONS

Purpose of Classification:

Operates and monitors radio dispatch and telephone systems utilizing multi-channels and frequencies in a Public Safety Communications Center. Receives, logs, and dispatches calls to appropriate personnel, and secures proper information from persons in state of excitement or panic to assure adequate emergency response. May assist in training new personnel.

This position works directly under the supervision of the Shift Senior Dispatcher and Supervisor.

Essential Functions:

Answers 9-1-1 emergency and non-emergency calls from citizens of Habersham County; obtains vital information; refers callers to appropriate agencies and/or contacts agencies and obtains assistance for caller. Maintains, updates, and files any records, documents, books, maps, etc. used during the shift. Transmits orders and receives messages from a large number of law enforcement units, emergency response units, local, state and federal agencies, wrecker services, FAA, utility companies, and others. Recognize duplicate and related calls and screens calls from trouble areas.

Assists public over the telephone in order to obtain accurate and pertinent information. Maintains constant knowledge of all available units, chase procedures, and emergency alert and disaster procedures. Dispatches emergency personnel. Maintains radio contact with public safety agencies.

Operates GCIC/NCIC System. Receives information on stolen vehicles, articles, wanted/missing persons, and drivers' histories. Make entries into or remove entries from GCIC/NCIC System.

Observes and participates in dispatching emergency equipment. Maintains radio contact with other public safety agencies. May assist Shift Supervisor in making proper notifications of calls. May assist in preparations of written training material.

May act as "Senior Communications Officer" in absence of Communications Shift Supervisor and Senior Dispatcher. Attends schools and classes as required or instructed.

Performs other related duties as required.

MATERIALS AND EQUIPMENT USED:

Radio System	Motobridge
Office Equipment	9-1-1 Backup System
Pager System	Printers
Projectors	Recording Equipment/Radio/Phone
Computer Aided Dispatch System (CAD)	Sirens
Door/Gate Access Controls	Language Line/Nixle Notification System
Weather Warning/ Monitoring System	UPS (Uninterrupted Power Supply) System

MINIMUM QUALIFICATIONS REQUIRED:

Must be a US Citizen; high school diploma; must be at least 18 years of age; acceptable driver's history; acceptable background check; ability to pass physical and drug test; must possess or able to obtain POST certification; Basic Communications Officer; CPR; Emergency Medical Dispatch (EMD); National Incident Management System (NIMS); Georgia Crime Information/National Crime Information Center (GCIC/NCIC) certification.

Knowledge, Skills and Abilities:

Knowledge of geography of Habersham County and its municipalities; knowledge of sheriff, police, fire and ambulance dispatch procedures; knowledge of telephone and radio operating requirements and techniques; ability to deal courteously and diplomatically with the public, co-worker, management, and personnel from other agencies/departments; ability to use TDD equipment; ability to make quick and accurate decisions and clearly and effectively communicate orally during a crisis situation(s).

Knowledge of Computer Aided Dispatch (CAD) system; ability to read a map; ability to retain and use signals, codes, and clear text used in the day to day operation of an emergency communications center. skill and speed in the operation of radio and telephone equipment, ability to speak with a clear, well-modulated voice; ability to type and to maintain manual and electronic files and record systems.

If training new employees, the ability to train. Must ensure required paperwork is filled out as outlined in training program.

ADA Compliance:

This position requires the ability to exert light physical effort in sedentary to light work, which may include some lifting, carrying, pushing and or/pulling of objects and material of light weight (5 to 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Duties require the ability to operate a personal computer.

Ability to concentrate, handle multiple calls and pay close attention to detail for up to 90% of the day under stressful conditions. Ability to communicate orally. Ability to manipulate controls on a multi-line telephone apparatus, computer keyboards and complex radio console.

This class specification should not be interpreted as all-inclusive. It is to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.



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APPLICATION FOR EMPLOYMENT

All information provided on this application **MUST BE COMPLETE** in its entirety so that all applications can be given equal consideration. All qualified applicants will receive consideration for employment regardless of race, color, sex, sexual orientation, gender identity, religion, national origin, citizenship, age, disability or pregnancy. This application must be typed or printed. **YOU MUST SIGN AND DATE YOUR APPLICATION IN INK. RESUMES ARE NOT ACCEPTED IN LIEU OF A COMPLETE APPLICATION. Habersham County is an equal opportunity employer.**

Please keep in mind that this application will become part of your permanent file should you become employed with Habersham County. If necessary, you may use additional sheets of paper if needed to answer questions on this application.

INCOMPLETE APPLICATIONS WILL BE REJECTED

Personal Data

Today's Date: _____

Salary Requirement: _____

Date Available: _____

Last Name	First (Given)	Middle	Any other names used		

Address	Street	City	State	Zip Code	How Long?

Previous address	Street	City	State	Zip Code	How Long?

Telephone: _____

Home Phone #	Work Phone #	Cell Phone #

E-mail Address: _____

CONDITIONS OF EMPLOYEMENT

I (Name) _____ do hereby understand that employment with Habersham County E-911 Center requires shift work. This position is an **ESSENTIAL** position with Habersham County and must be manned twenty-four (24) hours a day, seven (7) days a week including holidays, weekends and inclement weather as necessary.

By signing I understand that I am not guaranteed a specific shift. I will be required to work as needed to fill the position. I understand all shift pay is the same based on position.

I understand while in training I will be considered a part-time employee working 36 hours per week. Trained and released to work a position on my own, I will be given the opportunity to fill a vacant full-time position.

I understand that I must have a valid working phone as an essential employee of the county, with a turn around for callback within 30 minutes if message must be left.

I understand that I must have dependable transportation to work in order to maintain coverage of the shift at all times.

I understand that employment, if offered to me, is “at will”, meaning that the employment relationship can be terminated by either the employer or by me at any time with or without cause.

I understand that I will be required to agree and submit to a physical examination and testing for drug use as part of the Employer’s evaluation procedures and authorize release of my results to the employer and the employer’s use of those results in deciding whether I should be offered employment.

I understand and agree that evidence of illegal drug use during my employment will be grounds for immediate termination without notice and without recourse.

I agree that not updating or providing false, misleading or incomplete statements in this application or in connection with the Employer’s evaluation of me as a candidate for employment is grounds for immediate termination of my employment, regardless of when such information is discovered.

I agree to conform to the policies, rules, orders, and regulations of Habersham County’s Government Personnel System, employee handbook, policies and ordinances; and acknowledge that these policies, rules and regulations may be changed, interpreted, withdrawn or added to by the employer at any time, at the employer’s sole option.

By signing I understand and agree to all of the above and certify by my signature that all entries on this application and all information in it are true and complete to the best of my knowledge.

Signature

Date

Position Requirements:

This position requires you to:

Wear a uniform (Provided by the 911 Center). Are you able to do so? Yes ___ No ___

Work a rotating shift. Are you able to do so? Yes ___ No ___

Work overtime as required. Are you able to do so? Yes ___ No ___

Available for: Full time ___ Part-time ___ Shift Work ___ Weekend/Holidays ___
(Check all that apply)

Are at least 18 years of age? Yes ___ No ___ Are you eligible to work in the United States either because you are a U.S. Citizen or have U.S. government permission to do so? Yes ___ No ___

NOTE: If offered employment you will be required to provide documentation to verify employment eligibility. Failure to provide the requested documentation may result in a determination that the applicant is ineligible for employment in the United States.

Have you ever worked for Habersham County Before? Yes ___ No ___

If yes, when and where? _____

Give names, relationships and departments of any relatives who are employed by the County of Habersham. _____

Driver's History Information

Do you have a valid Driver's License? Yes ___ No ___

Have you received any traffic violations in the past 3 years? Yes ___ No ___ If yes, list types of offences and dates: _____

Have you ever been convicted for anything other than a traffic violation? Yes ___ No ___

If yes, explain: _____



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REQUEST FOR CRIMINAL HISTORY

The purpose of this authorization is to give my ongoing consent for full and complete disclosure of my criminal history.

I am requesting release of my own Criminal History (Complete the following)

PLEASE PRINT LEGIBLY

I, _____

_____	_____	_____	_____	
Last Name	First Name	Middle	Any other names used	

_____	_____	_____	_____
Street Address	City	State	Zip

_____	_____	_____	_____
Social Security Number	Date of Birth	Sex	Race

AUTHORIZATION TO RELEASE RECORD

Authorize: **Habersham County E-911 Center/Lynn Smith Director**
175 E.O.C. Dr.
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to receive my criminal history record from the GCIC/NCIC (Georgia Bureau of Investigations/Georgia Crime Information Center) database. I understand this request will be used for employment purposes.

Employment with criminal justice agency/ non-sworn (purpose code "Z")

Signature Date

Notice: Unless all blanks are completed on this form and form notarized, no information will be released.
Sworn to an My Commission Expires: d Subscribed before me
This _____ Day of _____, 20 _____

Notary Signature My Commission Expires:

This Space is for
Motor Vehicle Report (MVR)

EDUCATION

High School

Name: _____ Address: _____

Check highest grade completed: 7 8 9 10 11 12 (Circle one) If not a high school graduate, do you have a GED? ___ Yes ___ No

High School Diploma or GED is a requirement of employment. **If hired a copy of Diploma or GED Certificate is required.**

Colleges/Universities

Please complete the following section for post-secondary education (Technical Schools/Colleges/Universities)

Name of School	City	State	If No Degree, Hours Earned		Major	Type of Degree	Degree Earned yes/no
			Quarter	Semester			

Describe any specialized training, qualifications, apprenticeship, skills, and extra-curricular activities which relate to the job for which you are applying. Include office equipment, computer skills, foreign language skills, typing skills, and business equipment or machine operating skills which may be beneficial or relevant to the Communication Officer position. **Use additional sheets if necessary.**

US Military History

Branch _____ Date entered _____ Date Discharged _____

Type of Discharge _____ Highest Ranked Attained & Unit _____

Indicate specific skills acquired in the U.S. Armed Forces: _____

WORK HISTORY

Describe your work history beginning with your current or most recent job. Include military and volunteer experience and periods of unemployment. Failure to give complete information regarding each job held may result in your disqualification. Complete addresses with zip codes and telephone numbers for all employers are necessary.

A resume may be attached only as additional information and will not be accepted in lieu of completing this section. Use additional sheets if necessary.

Being with most recent employment first.

Employer: _____ Phone Number: _____

Name while employed at this business: _____

Address: _____
Street City State Zip

Job Title: _____ Date Employed: From _____ To _____

Name of Supervisor: _____ Pay Start: _____ End: _____

Reason for Leaving:

Describe Your Job Duties:

Employer: _____ Phone Number: _____

Name while employed at this business: _____

Address: _____
Street City State Zip

Job Title: _____ Date Employed: From _____ To _____

Name of Supervisor: _____ Pay Start: _____ End: _____

Reason for Leaving:

Describe Your Job Duties:

Employer: _____ Phone Number: _____

Name while employed at this business: _____

Address: _____
Street City State Zip

Job Title: _____ Date Employed: From _____ To _____

Name of Supervisor: _____ Pay Start: _____ End: _____

Reason for Leaving:

Describe Your Job Duties:

Employer: _____ Phone Number: _____

Name while employed at this business: _____

Address: _____
Street City State Zip

Job Title: _____ Date Employed: From _____ To _____

Name of Supervisor: _____ Pay Start: _____ End: _____

Reason for Leaving:

Describe Your Job Duties:

Please use this space to list certifications, education, training or experience you might have in reference to this position.

COMMUNICATIONS/911 EMPLOYMENT HISTORY

NOTICE: COMPLETE THIS SECTION ONLY IF YOU ARE CURRENTLY OR HAVE BEEN A PUBLIC SAFETY COMMUNICATIONS OFFICER/911 or EMS DISPATCHER.

Are you currently a Communications Officer/Dispatcher? Yes _____ No _____
If yes, continue:

State Certification _____ Certification Date _____ # of Years' Experience _____

Types of Certifications:

Basic Dispatch: _____

Advanced Dispatch: _____

EMD: _____

GCIC Certification: Full _____ Inquiry _____ Basic _____

TAC: _____

CERT: _____

NIMS: 100 _____ 200 _____ 700 _____ 800 _____

GA Work Ready Certified (Bronze _____ Silver _____ Gold _____ Platinum _____)

Any other please list _____

Is your certification current? Yes _____ No _____

(Attach copies of certifications and re-certifications) Note: Georgia State Certifications expire within two years if not active.

Have you ever been the subject of an internal investigation? Yes _____ No _____

Check any of the following areas in which you have received specialized training.

Computer/typing Skills _____

Communications/911 Experience _____

Stress Management _____

Supervision _____

Report Writing _____

Other _____

I hereby certify that **all answers** made on this application are **true and complete** to the best of my knowledge. I understand that any misstatements of material facts will subject me to disqualification as an applicant, or dismissal if hired.

Signature _____ Date _____