



TUTTLE 911 COMMUNICATIONS

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911 Dispatcher Position Description

Objectives, Functions & Standards

911 Dispatchers are civilian employees primarily responsible for [1] response to calls for service from the public that range from routine to multiple, overlapping, time-critical life-safety emergencies involving law-enforcement, fire-rescue, and medical response; [2] service as a resource both to the calling public and to emergency-response personnel; [3] maintenance of records and fulfillment of requests related to Police Department operations. 911 Dispatchers have frequent contact with elected & other agency officials, the news media, and the public.

911 Dispatchers must be able to multitask, maintain confidentiality, communicate effectively, be detail-oriented, deal with stress effectively, and be completely honest. They must also possess the ability to perform assigned responsibilities as well as new and changing duties, with an attitude of complete cooperation and an inclination to personally identify with the Department's goals, objectives and responsibilities.

911 Dispatchers must be able to use & operate computers, two-way radios, telephones, audio-visual equipment, and office equipment such as printers, copiers, scanners, and faxes. They are also required to be able to use software packages such as Microsoft Office and mapping systems. Physical working conditions are primarily indoors in a professional, climate-controlled environment, and 911 Dispatchers sit at desks using computers for long periods of time. There are occasions where 911 Dispatchers are sent to other locations for training. 911 Dispatchers are required to adhere to appearance standards regarding dress, grooming, and hygiene. All City buildings are non-smoking, non-tobacco-use facilities, and this position does not receive tobacco-use breaks.

Application & Selection Process

To apply for 911 Dispatcher with our Department, you must be 18 years-of-age, possess a valid driver's license, have a high-school diploma or GED, have no felony convictions & no record of domestic violence, and be of good moral character. Previous experience is not required; newly-hired 911 Dispatchers are all trained on-the-job.

To apply for 911 Dispatcher openings, you must complete and submit a Public-Safety Application. It is available at our website (tuttlepd.com) or at our headquarters. Be sure to read the application carefully and answer all questions truthfully and completely in your own handwriting. PLEASE NOTE: witness signatures and notarization are **required** as indicated. Your application will **not** be accepted without these. If you hand-deliver your application between 8:00 AM and 5:00 PM weekdays, someone should be available to help you with this (feel free to call ahead). Do NOT e-mail your application.

The selection process starts with a review of applications. During this review a preliminary background investigation will be conducted to verify the information you have submitted. Those that are selected to continue will receive information regarding when written testing will be conducted.

Those that pass the written tests satisfactorily will be subject to a full background investigation, an oral review board, and other interviews. Applicants may also be required to complete the Minnesota Multiphasic Personality Inventory 2 (MMPI-2) and take a polygraph test.

A conditional offer of employment may then be made to the applicant(s) that possesses the most suitable experience, education, abilities, attitude, and background. This offer will be contingent upon the applicant successfully passing a physical examination and a drug screening.

If you do not receive a conditional offer of employment with this hiring cycle, we will keep your application on file for six (6) months from the day we received it. If another opening occurs your application will automatically be reviewed for the position. After this period, your application will be destroyed. If you have not received a conditional offer of employment by this time, you will need to reapply for future consideration.

Pay, Benefits & Scheduling

Pay starts at \$10.00 per hour for applicants with no previous experience or certifications. The City pays medical and life insurance premiums for single coverage, and group/family coverage is available. The City provides an optional 401(k) retirement plan. Vacation and sick time can be taken after successfully completing the one-year probationary period. 911 Dispatchers receive overtime and holiday pay and can accumulate up to 40 hours of compensatory time.

The Communications Center is staffed 24 hours-per-day, 365 days-per-year. Our standard 8-hour shifts begin at 6 AM, 2 PM, and 10 PM. Normally each 911 Dispatcher works five shifts per week. Shift selection and days off are generally set by seniority. Working holidays & weekends are part of normal operations. Occasional hold-overs, working holidays, scheduled & emergency overtime, changing shifts, and short-notice changes should be expected.