

Carroll County E-911 Communications Center

Application & Background Information

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Carroll County E- 911 Communications Center

Debra B. Lanier, Director

896 Newnan Road Carrollton, GA 30117
(770) 830-5922 (770) 214-3117 Fax (770) 214-3120

Dear Applicant,

Thank you for applying for a position as a Communications Officer with the Carroll County E-911 Communications Center. The Carroll County E-911 Communications Center takes pride in the professional service it provides for the citizens of Carroll County including the municipalities of: Carrollton, Villa Rica, Bowdon, Temple, Mt. Zion, and Whitesburg.

There are several phases an applicant must complete and pass before they will be considered for employment. This process assists the Carroll County E-911 Communications Center in making sure the most qualified people are selected to become part of our Center. *The selection process can take up to three (3) months from the application date.*

Once you have properly completed and returned your application including the Background Information and a certified 3-year Driver's History to the Carroll County Human Resources Director, the first phase will begin. You must pass each phase, in order to proceed to the next phase. Your failure to accurately complete any part of this application could automatically disqualify you from proceeding in the hiring process.

Thank you.

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AN "ELIGIBILITY LIST" WILL BE CREATED TO FILL VACANCIES AND KEPT FOR UP TO ONE (1) YEAR.

JOB DUTIES

Carroll County E-911 Communications Center is recruiting individuals who want an exciting, lifesaving and fulfilling career in 9-1-1 Communications. We will train successful candidates to respond to emergency calls and/or dispatch police, fire and medical personnel and resources.

9-1-1 Communications Telecommunicators:

- Handle emergency and non-emergency phone calls, complaints and inquires from the public.
- Assess a caller's emotional state and prioritize calls based on information provided.
- Respond to public safety responders' needs and requests from the field.
- Operate 2-way radios, Computer Aided Dispatch (CAD) and other communication tools.
- Remember and accurately follow complex instructions and protocols while working in a busy, loud, stressful and multi-tasking environment.
- Memorize and accurately recall Carroll County geography, including the location of major roads, neighborhoods, schools, parks, key landmarks and buildings and the overall addressing system.

PLEASE NOTE:

SHIFT WORK IS MANDATORY. This department operates 24-hours a day, 365-days a year and this includes holidays and weekends. Shift assignments are based on departmental needs.

QUALIFICATIONS – Successful 9-1-1 Telecommunicator candidates come with a variety of experience, education and training that demonstrates knowledge and skills to perform intensive work in a multi-tasking, multi-sensory, stressful work environment. 9-1-1 Telecommunicator candidates must:

<ul style="list-style-type: none">• Have a High School diploma or GED certification.• Be at least 18 years of age prior to hire.• Have at least one (1) year of recent, stable and reliable work experience.• Pass an extensive background investigation.• <u>Have no felony convictions.</u>• Have reliable transportation to and from work at all hours of day or night• Have a working telephone.• Have excellent interpersonal communication skills	<ul style="list-style-type: none">• Take direct orders as well as constructive criticism and feedback without being defensive.• React quickly, decisively, and correctly to emergency situations.• Perform extensive data entry with speed and accuracy based on written and/or verbal sources.• Learn, retain and apply complex and detailed procedures, such as emergency calltaking & police, medical and fire dispatching.
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A Telecommunicator must be able and willing and able to:

- Work mandatory overtime as needed and assigned.
- Demonstrate reliable and predictable attendance.
- Study, learn and practice job skills throughout all levels of employment.
- Train and work under pressure in a loud, multi-tasking environment.

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EQUAL EMPLOYMENT OPPORTUNITY – – Carroll County E-911 Communications Center is an equal opportunity employer and is committed to providing equal opportunity and access regardless of race, religion, creed, color, national origin, age, sex, veteran status, disabled veteran status, or physical, mental or sensory disability. Recruitment processes are conducted to ensure open competition, provide equal employment opportunity, and prohibit discrimination based on race, political views, religion, sex, marital status, national origin, age, mental or physical disability, or other non-merit factors.

IMMIGRATION LAW NOTICE – Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.

Reapplication – All applicants that are excluded during the selection process will be required to wait six months from the date of exclusion to reapply for the position of Communications Officer.

NOTE: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or an implied job offer or contract.

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SELECTION PROCESS

Phase 1

The Carroll County E-911 Director or their designee shall review all applications for positions in the 9-1-1 Center. This review will consider only the candidate's ability to meet standards for employment from applications that are complete and accurate.

Phase 2

Eligible applicants will be notified by telephone of an upcoming date for a Profile Assessment. Failure to attend all scheduled phases will result in the candidate's ineligibility for a position with this department.

Phase 3

Applicants will be asked questions concerning:

1. Experience
2. Knowledge and Perception of the Position
3. Personal Characteristics
4. Mental ability
5. Ability to communicate
6. Personal goals and objectives

Applicants will also be required to perform written exercises. The applicant will be judged on their ability to completely and appropriately answer the questions provided in an acceptable written format.

Phase 4

A background and record check will be performed. The background investigation will include:

1. Check of criminal record, if any (any active warrant will immediately be turned over to law enforcement authorities)
2. Check of driving records
3. Verification of applicant's credentials (education experience)
4. Verification of past employment
5. Verification of personal references

All records pertaining to an applicant's background will be maintained in secure files. In the event an applicant is not hired based on information returned from the criminal background check through GCIC/NCIC that information will be provided to the applicant.

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SELECTION PROCESS

Phase 5

An oral interview will be conducted with each applicant; during the interview, qualified applicants may be given a provisional job offer with the condition that the applicant passes the remaining phases of the hiring process.

Phase 6

A Voice Stress Analyst will conduct a voice stress test on the applicant. Only personnel who are trained in voice stress analyzer techniques and procedures will conduct the test. Tests will be conducted at the Carrollton Police Department or other approved testing sites, and results will be included in the applicant's background report. No applicant will be disqualified from appointment based solely on the results of the voice stress analyzer test.

Phase 7

The applicant may be required to complete a psychological test.

Phase 8

Applicants who are accepted for hiring will be required to pass a medical examination and drug screen, at Carroll County's expense, before they are officially hired. A medical exam is required by Carroll County government policy and is required by Georgia P.O.S.T. A licensed physician will conduct medical examinations. The results will be placed in the applicant's background report and later in the personnel file if the applicant is hired.

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Instructions

These instructions are provided as a guide to assist you in properly completing the Background/Information Section of this application. It is essential that the information be accurate in all respects. It will be used as the basis for a background investigation that will determine your eligibility for employment.

1. Make sure all information is **legible and printed in black or blue ink.**
2. Answer all questions to the best of your ability. If a question is not applicable to you, enter **N/A** in the space.
3. Read all section directions carefully before making any entries on the form. Be sure your information is correct and in the proper sequence.
4. You are responsible for obtaining correct contact information (addresses and/or phone numbers)
5. An accurate, thorough, and complete form will help expedite the investigation. **Deliberate omissions or falsifications may result in disqualification.**
6. If there is insufficient space on the form for you to include all information required, attach extra sheets. Reference the relevant section and question number on any addition sheets.
7. If you are uncertain about how to answer a particular question, answer the question to the best of your ability and attach a statement regarding the question(s) and the problems you may have in answering the question(s).
8. Do not be afraid to answer questions that may involve criminal sanctions, such as smoking marijuana, as no criminal charge can be filed from this questionnaire. Your answers will not necessarily disqualify you from the position you seek.
9. If you have any question regarding the questionnaire or the background investigation, please contact Carroll County E-911 Systems Administrator at 770-214-3117.
10. Complete background investigations are kept in a locked cabinet and/or secure facility to ensure confidentiality. The confidentiality of background information is strict and can be shared with only the top administrators of the Carroll County E-911 Communications Center.
11. You must submit all required information and documents. Incomplete sections and omitted documents will result in your application not being considered.
12. Return to Carroll County Human Resources Director, Anne Lee at 423 College Street, Carrollton, Georgia, during regular business hours, Monday-Friday 8 AM – 5 PM or the Carroll County E-911 Center.
13. **Do not fax or email any part of the Application.**

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AUTHORIZATION TO RELEASE INFORMATION

I, the undersigned individual, hereby authorize the review and full disclosure of all records and information concerning myself, including any partial records, whether said records are public, private, or confidential in nature. This authorization is explicitly granted to **any duly authorized agent of the Carroll County E-911 Communications Center including authorized contract agents working for this agency.**

The intent of this authorization is to give my consent for full and complete disclosure of the records of educational institutions; employment and pre-employment records, including background reports, efficiency ratings, performance evaluations, complaints or grievances filed by or against me, and salary records; records of complaint, arrest, trial, and/or convictions for alleged or actual violations of law, including criminal, civil, and/or traffic records; and/or records of complaints of a civil nature made by or against me, wherever located.

Additionally, I also authorize and consent to a complete and full disclosure of Internal Affairs records (or other internal disciplinary records regardless of their title) including, but not limited to, Internal Affairs complaints, investigations, findings, records of disciplinary action, and disciplinary hearings. I hereby authorize the full and complete disclosure of these records whether they are unsealed, sealed, purged, or otherwise confidential due to previous agreements between me and the entity holding the records.

I understand that any information obtained by a personal history background investigation, which is developed directly or indirectly, in whole or in part, upon this release authorization will be considered in determining my suitability for employment by The Carroll County E-911 Communications Center. I understand that all materials pertaining to this background investigation become the property of the Carroll County E-911 Communications Center, and will not be returned to me.

I agree to indemnify and hold harmless the person to whom this request is presented and his agents and employees, from and against all claims, damages, losses, and expenses, including reasonable attorney's fees, arising out of or by reason of complying with this request. I further understand that in the event of my application is disapproved; the sources of confidential information cannot be revealed to me.

A photocopy of this release form will be valid as an original, hereof, even though the photocopy does not contain an original writing of my signature.

Print Full Name

Social Security Number

Address

Date of Birth

Applicants Signature
(Must be signed in the presence of a Notary)

Date

Notary: _____

Date _____

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ACKNOWLEDGEMENT & UNDERSTANDING

WORK SCHEDULE

I understand that if I am hired for the position of **Communications Officer**, for the Carroll County E-911 Communications Center, it will involve my working any of various shifts. I understand that I may be assigned to any shift and that at the discretion of the department, I may be rotated to another shift with little or no notice.

The 9-1-1 Center operates two (2) primary shifts and other shifts as deemed necessary. They are as follows:

1. Day 0600 - 1800
2. Night 1800 - 0600
3. Other shifts as assigned ie: 0600-1400; 1000-1800; 1600-0000; 1800-0200; 2200 -0600

The 9-1-1 Center operates on a two (2) week (14 day) work period.

I understand that these hours can change at any time with little or no notice and shifts/hours are non-negotiable. I understand that this department cannot work around my personal schedule(s).

I understand the above conditions and have no objections to them.

Printed Name of Applicant

Signature of Applicant

Date

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WRITE A PAGE ABOUT YOURSELF.

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Applicant Identification

Part I – Applicant Identification

1. Full Name			
	First	Middle	Last

2. Other Names Used <small>(E.g. maiden name, married name (s), changes for adoption or other legal name change, any pseudonym, alias, etc.)</small>	a)		
	b)		Dates when these names were used:
	c)		
	d)		<small>(E.g. From 1989 to 1994; from 1997 to present)</small>
	e)		

3. Nicknames Used <small>(E.g. Robert, Rob, Bob, Bobby, Bubba, Slick, etc.)</small>	a)		d)	
	b)		e)	
	c)		f)	

4. Height _____	6. Eye Color _____	8. Scars, tattoos &/or other distinguishing marks
5. Weight _____	7. Hair Color _____	

9. Date of Birth _____ <small style="text-align: center;">Mo/day/yr</small>	12. City of Birth _____
10. Social Security # _____	13. State of Birth _____
11. US Citizen (yes/no) _____	14. County of Birth _____
<small>Required for all communications technicians by Peace Officer Standard Training, for certification</small>	

Part II – Beginning with your current address, list all addresses and dates for the past 10 years.

12. Current address						
	Since _____	Street	Apt#	City	State	Zip Code
13. Prior address						
	From: _____	Street	Apt#	City	State	Zip Code
	To: _____					
Prior address						
	From _____	Street	Apt#	City	State	Zip Code
	To: _____					
Prior address						
	From _____	Street	Apt#	City	State	Zip Code
	To: _____					
Prior address						
	From _____	Street	Apt#	City	State	Zip Code
	To: _____					

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Part III – Contact Information (*Phone*)

1. List the phone numbers where you can be reached. (Area Code) Phone Number	a) Home Phone b) Cell Phone c) Work Phone* d) Other Phone	_____ _____ _____ _____
		*Is it okay to contact you at this number? (Yes/No)

2. In Case of Emergency?

Name	Number	Address	Relationship
a)			
b)			

Part IV – References. Provide five persons who can be contacted regarding your suitability for employment with this department. DO NOT list relatives.

1. Name _____	Phone _____
Relationship: _____	# years known _____
2. Name _____	Phone _____
Relationship: _____	# years known _____
3. Name _____	Phone _____
Relationship: _____	# years known _____
4. Name _____	Phone _____
Relationship: _____	# years known _____
5. Name _____	Phone _____
Relationship: _____	# years known _____

Part V – Education; starting with the most recent school you attended, provide the following information. Use additional paper if necessary.

School, City and State	Years attended	Hours/Units	Major/Minor
School _____ City, State _____	_____	<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree <input type="checkbox"/> Certification	_____
School _____ City, State _____	_____	<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree <input type="checkbox"/> Certification	_____
School _____ City, State _____	_____	<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree <input type="checkbox"/> Certification	_____

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Part VI – Qualifications/Skills

Special Qualifications & Skills					
1. List any special certifications you hold, such as CPR, First Aid, NAED, ACCESS, showing certifying agency and state, original date of issue and date of expiration:					
3. List any specialized software, equipment, or technology that you are qualified to operate:					
4. Foreign Languages: <i>If you are fluent in a foreign language, indicate your degree of fluency (excellent, good, fair)</i>					
Language	<i>(Indicate fluency)</i>	Speaking	Understanding	Reading	Writing
a)					
b)					
c)					

Part VII – Military Service

1. Have you ever served in the Armed Forces, National Guard, or military reserves? <i>(yes/no)</i>	
<i>If "yes," please supply the following information:</i>	
Branch of Service: _____	Service ID Number: _____
Dates of Service: <i>(From)</i> _____	<i>(To)</i> _____
Type of Discharge: _____	Military Job Description: _____
Past commanding officers or military acquaintances can be sources of relevant information about your background. List the individuals from your military career who know you well enough to provide accurate information about you.	
2. Name _____	3. Name _____
Contact Phone: _____	Contact Phone: _____
Address: _____	Address: _____
City, State, Zip _____	City, State, Zip _____
Years Known: _____	Years Known: _____
(E.g. 1987 to 1999)	(E.g. 1987 to 1999)

Part VIII – Arrests, Detention, and Litigation

1. Have you ever been involved as a party in a civil litigation(s)? <i>(yes/no)</i>	
<i>If "yes," please give details:</i>	
2. Have you ever been arrested, detained by police, or summoned into court? <i>(yes/no)</i>	
<i>If "yes," please supply the following information:</i>	
a) Alleged Crime: _____	Police Agency: _____
Date of Occurrence: _____	Case Disposition: _____
b) Alleged Crime: _____	Police Agency: _____
Date of Occurrence: _____	Case Disposition: _____
c) Alleged Crime: _____	Police Agency: _____
Date of Occurrence: _____	Case Disposition: _____

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Part IX – Work History: Starting with your current or most recent job, list all employment since age 16. Include full-time, part-time, temporary, and seasonal jobs.

1. Current job:

Company	Type business	
Address	City	State
Dates: FROM	TO	Supervisor
Starting title	Pay rate	Per HR WK MO
Ending title	Pay rate	Per HR WK MO
Supervisor	Phone #	
Specific Duties: _____		
Reason for leaving: _____		

2. Previous job(s):

Company	Type business	
Address	City	State
Dates: FROM	TO	Supervisor
Starting title	Pay rate	Per HR WK MO
Ending title	Pay rate	Per HR WK MO
Supervisor	Phone #	
Specific Duties: _____		
Reason for leaving: _____		

Previous job(s) (continued)

Company		Type business	
Address		City	State
Dates: FROM	TO	Supervisor	
Starting title	Pay rate	Per HR WK MO	
Ending title	Pay rate	Per HR WK MO	
Supervisor	Phone #		
Specific Duties: _____			
Specific reason for leaving: _____			
Company		Type business	
Address		City	State
Dates: FROM	TO	Supervisor	
Starting title	Pay rate	Per HR WK MO	
Ending title	Pay rate	Per HR WK MO	
Supervisor	Phone #		
Specific Duties: _____			
Reason for leaving: _____			
Company		Type business	
Address		City	State
Dates: FROM	TO	Supervisor	
Starting title	Pay rate	Per HR WK MO	
Ending title	Pay rate	Per HR WK MO	
Supervisor	Phone #		
Specific Duties: _____			
Reason for leaving: _____			

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Part X – Traffic Record

*****You are required to submit a certified 3-Year Driver’s History at the time you submit this application, in addition to completing this section.*****

1. Current driver’s license number	State of issue	Expiration Date
2. List ALL states where you have held a driver’s license or state issued identification card:		
3. Has your driver’s license ever been suspended or revoked? If yes, give date, location and reason.		
4. Briefly describe any traffic accidents in which you have been involved.		
a) Accident date _____ City/State: _____ Injury Accident? _____		
Did the police investigate? _____ Investigating Agency: _____		
Description of Accident: _____		
b) Accident date _____ City/State: _____ Injury Accident? _____		
Did the police investigate? _____ Investigating Agency: _____		
Description of Accident: _____		
c) Accident date _____ City/State: _____ Injury Accident? _____		
Did the police investigate? _____ Investigating Agency: _____		
Description of Accident: _____		
5. To the best of your memory, list all the driving citations you have received as an adult and as a juvenile , excluding parking tickets:		
a) Citation/Charge: _____		Month/Year: _____
City/State _____		Disposition _____
b) Citation/Charge: _____		Month/Year: _____
City/State _____		Disposition _____
c) Citation/Charge: _____		Month/Year: _____
City/State _____		Disposition _____
d) Citation/Charge: _____		Month/Year: _____
City/State _____		Disposition _____

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Part XI – Personal Declarations (*General*)

1. Have you ever made application for employment with this agency or with any other public safety communications agency, law enforcement, or public safety agency? (yes/no)			
Agency Name	Job Applied For	Date(s)	Status of Application
a)			
b)			
c)			

2. Have you ever worked for any public safety communications agency, law enforcement, or public safety agency in a volunteer capacity? (yes/no)				
Agency Name	Job Title	Paid/Volunteer	Date(s) (to/from)	Supervisor's Name
a)				
b)				
c)				

3. Do you or have you ever had Communications Officer Certification (yes/no)			
Training Center	Agency Name	Date	Certification Number (if known)
a)			
b)			
c)			

4. Do you have any relatives that are employed with Carroll County E-911? (yes/no)		
Relatives include, but are not limited to, brothers, sisters, parents, grandparents, cousins, aunts, uncles, in-laws, etc...		
If yes, please list below:		
Name	Relationship to You	Department In Which They Work
a)		
b)		
c)		

5. Are you willing to? (yes/no)		
a) work Day shift	e) work Overtime	i) work w/o scheduled breaks
b) work Night shift	f) work Scheduled off days	j) be "on-call"
c) work Weekends	g) work 12 hour shifts	k) work a split shift
d) work Holidays	h) work more than 12 hours	l) eat at work station

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Part XII- Personal Declarations (*Controlled Substances/Illegal Substances*)

Alcohol/Liquor Consumption:

1. Describe in your own words, the frequency and extent of your use of intoxicating liquors:

2. Declare if you have used or tried any of the substances below **even once** (excluding legitimate prescriptions). List any other substances/controlled substances you have taken not listed below. **You will be questioned on this information during your background interview later in the testing process.**

Substance	Date First Used*	Date Last Used*	Total # of Times Used	Avg Times Used <small>(per week, month)</small>	Total Time Used <small>(# of months/ yrs)</small>	Never Used, <u>Not Even One Time</u>
a) Marijuana/Hashish						
b) Amphetamines/Speed						
c) Methamphetamine						
d) Cocaine						
e) Heroin						
f) Inhalants						
g) LSD						
h) PCP						
i) Barbiturates/Tranquilizers						
j) Hallucinogenics						
k) Ecstasy						
l) Steroids						
m) Any other illegal drug:						
n)						
o)						

***Month and year must be included, particularly if the use was within the past five (5) years.**

(Attach extra copies if necessary to provide a complete history)

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Part XIII – Personal Declarations – use additional paper if needed

3. Have you ever sold drugs or narcotics to anyone? <i>(yes/no)</i>	If yes, explain in detail:
4. Have you ever given or furnished drugs or narcotics to anyone? <i>(yes/no)</i>	If yes, explain in detail:

Part XIV – Miscellaneous Questions – use additional paper if needed

1. Do you know of anything that might prevent you from obtaining the position you have applied for? <i>(yes/no)</i> If yes, provide an explanation in detail:				
2. Have you purposely omitted any information from your employment application, resume, this document, or any other documentation you have submitted? <i>(yes/no)</i> If yes, provide an explanation in detail:				
3. Were you able to understand all of the questions in this document? <i>(yes/no)</i> If no, provide an explanation in detail:				
4. How did you find out about this position? <i>Circle the appropriate answer.</i>				
<table style="width: 100%; border: none;"> <tr> <td style="border: none; width: 25%;">a. advertisement</td> <td style="border: none; width: 25%;">b. mailing list</td> <td style="border: none; width: 25%;">c. job fair</td> <td style="border: none; width: 25%;">d. other (explain)</td> </tr> </table>	a. advertisement	b. mailing list	c. job fair	d. other (explain)
a. advertisement	b. mailing list	c. job fair	d. other (explain)	

Part XV– Required Proof of Identification and/or Qualifications

During the background investigation, documents are used to verify the statements made on the Employment Application and in the Background Information as well as some being required for application to P.O.S.T. for certification.	
Submit these documents with your application.	
<ul style="list-style-type: none"> • <u>High school diploma/GED certificate/transcript</u> • <u>College diploma/college transcript</u> • <u>Certified 3 year Driving history</u> 	<ul style="list-style-type: none"> • <u>Birth certificate</u> • <u>Social security</u> • <u>Drivers license</u> • <u>Training certification (i.e. First Aid/CPR)</u>
The person assigned to complete each candidate’s background investigation/voice-stress analysis will determine what information he/she would like you to bring with you. However, since it may take you awhile to find and obtain the necessary documentation, please be prepared to gather this information in advance of your appointment. Examples of documentation that applicants should be prepared to provide <i>may include, but not be limited to:</i>	
Be prepared to bring these documents with you to interviews and/or job offers.	
Photo identification Licenses held (i.e. pilot, radio operator) Proof of military service (i.e. DD-214)	Proof of vehicle registration and insurance Proof of employment ie. Pay stubs, W2 forms Job performance (commendation, discipline, evaluations)

Part XVI – Candidate Certification

<ul style="list-style-type: none"> • I hereby certify that there are NO WILLFUL MISREPRESENTATIONS, OMISSIONS, OR FALSIFICATIONS in the information I have provided herein or on any other additional documentation that I have attached or provided. • I am fully aware that any such MISREPRESENTATION, OMISSIONS, OR FALSIFICATIONS will be grounds for immediate rejection of my application for employment and/or termination of my employment with - Carroll County E-911 Communications Center.
Signature of Applicant: _____
Date: _____

Carroll County E- 911 Communications Center

Debra B. Lanier, Director

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While there are many satisfying, rewarding aspects of the Emergency Communications Specialist position and there is no question that they make significant contributions to the welfare and safety of their fellow citizens, it is important for all applicants to carefully consider both the negative and the positive functions of this field before considering the position.

Many applicants for the Emergency Communications Specialist position consider only certain aspects of the job while ignoring less attractive functions. As a result, often times when a new employee encounters negative job functions they sometimes react by leaving the job before training is completed or within a few months of qualification.

The following is a list of some of the job functions and requirements for this position classification that many applicants are unaware of but need to be understood by all candidates. If you are concerned about any of these items, you may discuss your concerns with the Director.

Please consider carefully and if pertinent, discuss with your family or whomever else you feel necessary. Should you be successful in passing all the phases in the testing process and are offered a position, this form will become part of your permanent personnel folder.

WORKING ENVIRONMENT AND REQUIREMENTS

<u>No.</u>	<u>Requirements</u>	<u>Initial</u>
1	Must have regular and predictable attendance.	
2	Must arrive for work a minimum of 5 minutes prior to your shift.	
3	Required to work different shifts with little notice in an 24x7 environment.	
4	Required to work weekends on a regular basis..	
5	Have no choice about which shift you are assigned to work. (i.e; days, nights, split.	
6	Have no choice about which days you work.	
7	Willing and able to accept that not every leave request is approved for the day(s) requested.	
8	Willing and able to work any shift assigned, including during your training period.	
9	Work any or all Federal, State, and religious holidays on the recognized or actual day.	
10	As necessary have regular and dependable childcare and ability to obtain same on short notice for 'call-back' periods and over-time on a frequent basis.	
11	Willing and able to work on personally important or special days (i.e. birthdays, anniversaries, sporting events, recitals etc.)	
12	Willing and able to work voluntary overtime, before or after a shift, sometimes with little notice.	
13.	Willing and able to work mandatory overtime, on scheduled day off or before or after a shift, sometimes with little or no notice.	
14	Willing and able to accept last minute changes in posted work schedule that may require the cancellation of personal plans.	

15	Willing and able to remain seated at a workstation for extended periods of time.	
16	Willing and able to work within an organization structured on the military model. Specifically must be willing to: Work through a structured "Chain of Command". Have ALL phone and radio activities monitored/taped. Work in accordance with a disciplinary policy.	
17	Willing and able to work at a console with multiple computer monitors, numerous radios and ringing telephones while multi-tasking seamlessly between the computers, telephones and radios while typing correctly for an entire shift.	
18	Willing and able to work in a confined room with low lighting.	
19	Willing and able to work in a high stress environment.	
22	Willing and able to get along with co-workers.	
23	Willing and able to accept criticism from responders.	
24	Willing and able to accept corrections and criticism from trainers and supervision in front of your peers.	
25	Willing and able to be subjected to abusive and profane language from callers and deal with these situations unemotionally and professionally.	
26	Depending on workload, breaks are not scheduled but taken as call volume allows.	
27	Must have reliable transportation that function in the 24-hour environment.	
28	Willing and able to comprehend that processing a call incorrectly could contribute to someone's property being lost or damaged; or someone being seriously injured or dying which could result in a personal lawsuit.	
29	Willing and able to deal calmly and professionally with angry people when the problem is not your fault.	
30	Willing and able to be closely monitored and questioned routinely about why you followed a certain course of action.	
31	Willing and able to process calls that you deem to be silly or frivolous in a professional, courteous and professional manner.	
32	Willing and able to enter information being received into the computer system while simultaneously digesting what you are told and respond immediately in accordance with protocol and procedure.	
33	Willing and able to deal with a crisis call where a child might have died , an officer injured, a woman assaulted, then set aside your feelings and continue processing calls and deal calmly and professionally with an irate citizen complaining of a do barking.	
34	Willing and able to work under constant electronic surveillance.	
35	Willing and able to attend and pass state mandated 40 hour Telecommunicator course at the Public Safety Training Center located in Forsyth, Georgia.	
36	Willing and able to maintain intense concentration for extended periods of time.	
37	Willing and able to accept last minute changes in posted work schedule that might require the cancellation of personal plans?	

No.	<u>Requirements</u>	<u>Initial</u>
38	Must arrive for work a minimum of 5 minutes prior to your shift.	
39	Willing and able to do without using tobacco products while on duty.	
40	The Communications Center occasionally enlists inmate services in the areas of janitorial and general maintenance duties. Are you willing to be in close contact with inmates?	
41	Generally, this position has no scheduled meal breaks. Meals are eaten “on-the-job”. Is this a condition you are willing to accept?	
42	This position requires an operator on duty at all times at each position. Therefore, there may be occasions when you cannot leave your position until your relief arrives. Is this a condition you are willing and able to accept?	
43	Willing an able to report to work on short notice for compensation at over-time pay whether scheduled to work or scheduled off.	

Applicants Signature

Date