



**Humphreys County  
Emergency Communications District**

103 East Main St  
Waverly, TN 37185  
931-296-7792

**Application For Employment**

**JOB PREVIEW**

We are pleased that you are interested in employment with the Humphreys County Emergency Communications District. Before you complete the employment application, we want to preview what you can expect as a Humphreys County Emergency Communications District employee.

We find that many applicants do not fully understand what a 9-1-1 Center does because the many duties performed are not always visible to the public/community. A Dispatch Position can be very rewarding if you like helping people and your community, however dispatching is hard work. You would be responsible for dispatching to several law enforcement, fire and EMS agencies, answering 9-1-1 calls, multiple phone lines, and entering information into a Computer Aided Dispatch system; all simultaneously. We often deal with callers who come to us in extreme emotional stress expecting help and a prompt professional response.

**WE REQUIRE A FRIENDLY & COURTEOUS ATTITUDE**

We expect all citizens to be treated with equality, dignity and respect at all times and under all circumstances. We expect employees to be alert and interested in helping the citizens of our County at all times. This is not an optional responsibility.

**WE ARE ALWAYS OPEN**

The 911 Center operates 24 hours a day, 7 days a week. We do not close for holidays, weekends or at night. The opportunity to be off for most holidays, weekends, etc., is rare.

We are a drug free workplace and require all employees to undergo pre-employment and random drug screens. All employees must pass a thorough background investigation, psychological testing and a physical prior to employment.

We are looking for high quality employees who are seeking a position that is challenging, yet rewarding. If a job as a Humphreys County Emergency Communications District employee interests you, please complete the Employment Application on the next page.

Thank you!



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# Humphreys County Emergency Communications District

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## Job Description

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### 911 Dispatcher

#### Definition

The above listed position provides effective, efficient, and courteous communications to the citizens and public safety agencies within Humphreys County, TN and agencies of surrounding counties. This position is under the supervision and direction of the 911 Director.

This is an entry-level position that is responsible for receiving emergency and non-emergency calls for service and is responsible for dispatching these calls to the law enforcement agencies, fire departments, ambulance services, and other municipal divisions within Humphreys County, TN. This position is also responsible for locating and transferring all out of county calls to the correct jurisdictions and other duties as assigned.

#### Important and Essential Duties

- Answers all telephone calls promptly and courteously.
- Makes quick and accurate determination of the nature of each call, the severity and location of any call for service.
- Creates CAD incidents on all calls for service and should document all pertinent information that relates to the call in the CAD system.
- Questions all emergency callers to gain complete and accurate information that is necessary for emergency responder's safety and dispatches that information
- Selects and dispatches appropriate response personnel in accordance with General Order policies that govern each situation.
- Maintain status of units in the field and closely monitors any situation that would pose a threat to the life or safety of field personnel and dispatched appropriate back-up units as required
- Refers all non-emergency callers to the appropriate agency or entity.
- Maintains accurate computer and paper records of all incidents and misc. information.
- Shall use and become familiar with various computer applications such as E-Agent, GeoConex CAD, GeoConex mapping software, and other basic computer functions.
- Participates in periodic training to establish high levels of proficiency.
- Maintains proper radio channel control, discipline and courtesy
- Shall gain and demonstrate proficiency with radio and telephone equipment, emergency communication and dispatch techniques, and maintain calm demeanor in stressful situations to enable clear communication with field units and callers.
- Performs other duties as assigned.

## **Minimum Qualifications**

- High School Diploma or GED equivalent.
- Basic computer skills that include typing.
- No felony or serious misdemeanor convictions.
- Possess valid Tennessee Driver's License with acceptable driving history.
- Satisfactorily pass a thorough background investigation.
- Must have ability for shift work or call-out that includes nights, weekends, and holidays if needed.

## **Working Conditions**

All work shall be performed in an office setting sometimes having to sustain posture in a seated position for an extended period of time, wearing a headset, and dealing with the public who are agitated and somewhat uncooperative in many stressful situations.

## **Training**

Applicants that are selected for employment will go through 6 weeks of training that includes:

- 40 hour telecommunications certification course (Recertification every 2 years)
- CPR Certification (Recertification every 2 years)
- Training on the use of all computer programs used in dispatching (Monthly training)
- Training on Standard Operation Procedures for answering and dispatching all calls.
- 8 hour on line course for Missing and Exploited Children (4 hours every year after)
- NCIC certification. Must travel to TBI in Nashville for this. (2 Days) (Recertification every 2 years. In house)
- NIMS 100 and NIMS 700 (Online courses)
- Monthly in service training after initial 6 weeks for continuing education, which may include off site training classes.



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## Application For Employment

Humphreys County Emergency Communications District policy prohibits discrimination on the basis of age, citizenship, color, disability, marital status, national origin, race, religion, sex, sexual orientation, veteran's status or any other characteristic protected by federal, state or local laws.

Today's Date \_\_\_\_\_

### NAME AND ADDRESS

Name _____ First                    Middle                    Last	Social Security Number _____-_____-_____ Drivers License Number _____
Address _____ _____ City                                    State                                    Zip Code	Home Phone Number (____)_____-_____ Other (Message) Phone # (____)_____-_____ E-mail address _____

### EMPLOYMENT STATUS

Have you ever filed an application with us before? Yes    No	Are currently <input type="checkbox"/> Yes employed? <input type="checkbox"/> No	May we contact your employer? <input type="checkbox"/> Yes <input type="checkbox"/> No
Position (s) Applied For:	Are you available to work: <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Shift Work <input type="checkbox"/> Temp	On what date would you be available for work? _____
Are you currently on "lay-off" status and subject to recall? <input type="checkbox"/> Yes <input type="checkbox"/> No	Can you travel if a job requires it? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you legally eligible to work in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No Document number and expiration date (if applicable)
Have you ever been convicted of a crime? <input type="checkbox"/> Yes <input type="checkbox"/> No    (Conviction will not necessarily disqualify an applicant from employment)		
If yes, please explain _____		
How did you learn about us? <input type="checkbox"/> Advertisement <input type="checkbox"/> Employment Agency <input type="checkbox"/> Friend <input type="checkbox"/> Relative <input type="checkbox"/> Walk-In <input type="checkbox"/> Other _____		

### REFERENCES

Give name, address and telephone number of three references who are not related to you and are not previous employers:

1.	_____	_____	_____
	Name	Address	Phone Number
2.	_____	_____	_____
	Name	Address	Phone Number
3.	_____	_____	_____
	Name	Address	Phone Number

Have you ever had any job-related training in the United States Military?     Yes     No

If yes, please describe \_\_\_\_\_

Are you physically or other wise unable to perform the duties of the job for which you are applying?     Yes     No

## EMPLOYMENT EXPERIENCE

Please list information about your current or most recent employer first. Include military service or any self-employment. Please give all information requested even if it is included on your resume'.

1. Employer	Dates Employed		Work Performed
	From	To	
Address			
Telephone Numbers (s)			
Job Title	Supervisor		
Reason for leaving			
2. Employer	Dates Employed		Work Performed
	From	To	
Address			
Telephone Numbers (s)			
Job Title	Supervisor		
Reason for leaving			
3. Employer	Dates Employed		Work Performed
	From	To	
Address			
Telephone Numbers (s)			
Job Title	Supervisor		
Reason for leaving			
4. Employer	Dates Employed		Work Performed
	From	To	
Address			
Telephone Numbers (s)			
Job Title	Supervisor		
Reason for leaving			

If you need additional space, please continue on a separate sheet of paper.

### Special Skills and Qualifications

Summarize special job-related skills and qualifications acquired from employment or other experience.

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<b>EDUCATION</b>			
	<b>High School</b>	<b>Undergraduate College/ University</b>	<b>Graduate/Professional</b>
<b>School Name and Location</b>			
<b>Years Completed</b>			
<b>Describe Course of Study</b>			
<b>Describe any specialized training, apprenticeship, skills and extra-curricular activities.</b>			
<b>Describe any honors you have received.</b>			
<b>State any additional information you feel may be helpful to us in considering your application.</b>			

**List professional, trade, business or civic activities and offices held.**

You may exclude memberships which would reveal sex, race, religion, national origin, age, ancestry, or handicap or other protected status:

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**APPLICANT'S STATEMENT**

I certify that answers given herein are true and complete to the best of my knowledge. I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision.

This application for employment shall be considered active for a period of time not to exceed 90 days. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether or not applications are being accepted at that time.

I hereby understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an "at will" nature, which means that the Employee may resign at any time and the Employer may discharge Employee at any time with or without cause. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct unless an authorized executive of this organization specifically acknowledges such a change in writing.

In the event of employment, I understand that false or misleading information given in my application or interview (s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of the employer.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

## EMPLOYMENT DATA RECORD

Employees are treated during employment without regard to race, color, religion, sex, national origin, age, marital or veteran status, medical condition or handicap, or any other legally protected status.

As an employer with an Affirmative Action Program, we comply with government regulations, including Affirmative Action responsibilities where they apply.

The purpose for this Data Record is to comply with government record keeping, reporting, and other legal requirements. Periodic reports are made to the government on the following information. The completion of this Data Record is optional. If you choose to volunteer the requested information please note that all Data Records are kept in a Confidential File and are not a part of your Application for Employment or personnel file. Please note: YOUR COOPERATION IS VOLUNTARY. INCLUSION OR EXCLUSION OF ANY DATA WILL NOT AFFECT ANY EMPLOYMENT DECISION.

## VOLUNTARY SURVEY

\_\_\_\_\_  
Date

Government agencies at times require periodic reports on the sex, ethnicity, handicap, veteran and other protected status of employees. This data is for statistical analysis with respect to the success of the Affirmative Action program. SUBMISSION OF THIS INFORMATION IS VOLUNTARY.

Please Print

Name		
Address		
City	State	Zip
Social Security Number		

Submission of This Information is Voluntary
Current Job
Check One: <input type="checkbox"/> Male <input type="checkbox"/> Female
Check One Of The Following: (Ethnic Origin)
<input type="checkbox"/> White <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian/Alaskan Native
<input type="checkbox"/> African American <input type="checkbox"/> Other <input type="checkbox"/> Asian/Pacific Islander
Check If Any Of The Following Are Applicable
<input type="checkbox"/> Vietnam Era Veteran <input type="checkbox"/> Disabled Veteran <input type="checkbox"/> Handicapped Individual
Birth date