



Applicant Name: _____ **Date** ____/____/____

The information requested on this application will be used for consideration for employment with Benton County 911. Benton County 911 will investigate all statements contained in this application for employment and background checks will be conducted through the Missouri Uniform Law Enforcement System, National Crime Information Center and other resources as needed.

I hereby understand and agree that, unless otherwise defined by applicable law, any employment relationship with Benton County 911 is of an “at will” nature, which means that the employee may resign at any time and the employer may discharge the employee at any time with or without cause.

I hereby understand and agree that if I am hired, I will be required to provide proof of identity and legal work authorization. I understand that false or misleading information given in my application or interview(s) may result in discharge. I do hereby release all parties and individuals connected therewith from all liabilities for any damage whatsoever incurred in furnishing such information.

_____/____/____
Signature of Applicant **Date**

There are many rewarding aspects to the 9-1-1 Operators position. Here at Benton County 911, we strive to make more than a salary, we strive to make a difference. There is no question that our dispatchers make significant contributions to the safety and welfare of our community and its citizens. There is also no question that the job at times is highly exciting, but this also comes with high stress levels at times, hours of mundane paperwork and never-ending training. We give it our all on every call. If you are interested in becoming a vital part of our team, please carefully read the following and fill out all required information.

Please initial at the end of each numbered paragraph to indicate you have read and fully understand each item.

Training:

- **Initial_____** *Operators will undergo a rigorous and supervised on the job training program. Training requires frequent written and verbal training as well as, performance testing. You will be considered a trainee for a period of 3-6 months and then that will be followed by a 6-month probation period. Trainees must be prepared to receive and accept regular reminders of errors or mistakes.
- **Initial_____** *During training, you will be expected to work days, evenings, nights, and weekends. Your schedule will follow your trainer's schedule and you will rotate trainers and shifts per the training program.
- **Initial_____** *During training you must learn and use an extensive vocabulary of police and emergency medical terminology and must qualify in Emergency Medical Dispatch which is the process of providing pre-arrival medical instructions over the phone (ex: CPR, choking, childbirth, stopping bleeding, etc.)
- **Initial_____** *In training you need to develop hand-eye coordination sufficient to operate and view multiple monitors, computer keyboards, and complex communications equipment in rapid succession or even simultaneously. You will need to develop what we call "split ear", which is the ability to monitor, understand and participate in multiple conversations at the same time.
- **Initial_____** *During training you will learn to use all the different systems including MULES, CAD system, (computer aided dispatch), the Geolynx map system, Rapid SOS, eight non-emergency phone lines, five enhanced 911 Emergency lines, Police, EMS radio channels and multiple fire channels, along with various mutual aid channels.
- **Initial_____** *Trainees will have to learn to work and stay focused in a noisy and sometimes chaotic environment where other operators are also taking calls, people may be standing near them, and conversations are taking place in close proximity.

PERFORMING THE JOB:

- **Initial_____** *911 has two dispatchers on duty 24 hours a day 365 days a year. You will be expected to work Holidays and weekends as part of your position. As a new dispatcher, you can expect to work mid and/or night shift before you will have enough seniority to be moved to days.
- **Initial_____** *You will rotate job responsibilities from day to day or even during a shift, all operators must have the ability to adapt and perform all tasks equally well.
- **Initial_____** *You must be able to weigh and evaluate information continuously and accurately to determine the proper response. This will include the nature of the incident, patient condition, the proper response agency, available resources, and the safety of both the caller and the responders. You must be able to interpret this information and make quick decisions in an emergency on which one or more person's well-being may rely on the decisions you make. This may be complicated by the fact that the caller may be **hysterical, confused, or nearly incomprehensible.**
- **Initial_____** *You will have to maintain a calm and professional attitude while dealing with life and death emergencies, profane and abusive callers, belligerent people, nuisance and prank calls on emergency, non-emergency or administrative lines.
- **Initial_____** *You must have sufficient written and verbal communication skills to efficiently relay relevant information via radio or CAD systems. Information must be concise and to the point while still providing enough information to ensure the safety of the victim and responders
- **Initial_____** *Operators often work at a rapid pace over which they have little or no control, while having to maintain contact with a caller and at the same time typing information into the CAD and relaying that information to responders and catching information coming from another operator

- **Initial_____** *On a daily basis, operators may deal with tragic incidents including but not limited to deceased and or dying persons, crime victims involved in shootings, stabbings, or an assault. Incidents involving infants and children, major vehicle accidents, fires, and natural disasters. These calls may come to you while in progress or immediately after the incident occurred, resulting in callers that are extremely hysterical or you actually listening to the incident as it unfolds.
- **Initial_____** *You will be expected to maintain duties set forth with the Benton County 911 policy manual as well other agency's policies.
- **With my signature, I state that I have read and considered each item on the training and job preview portion of this application.**

Signature of Applicant

_____/_____/_____
Date

As part of the application process all applicants will be required to sit in the dispatch center for a four-hour time period. You will observe all operations before being granted an interview for a dispatch position. A sit in is scheduled for a Friday or Saturday evening due to usually higher call volumes, but other times can be arranged if needed. You will be required to sign a confidentiality agreement before the start of your sit in. Please specify two dates and times you would be available observe dispatch operations.

Date: _____

Time: _____

Date: _____

Time: _____

Application For Employment

Initial screening will be based on this application. Please read each question carefully and be sure that each question is answered completely and correctly. Be sure that all answers are legible. Please print or type all requested information, except your signature. Do not leave any sections incomplete, if a section does not apply to you, please write in "N/A" (not applicable). Let us know if you do not understand an item or need assistance in completing this application. Attach additional pages as needed.

Once completed, return the application to Benton County 911, 1231 Hirsch Parkway, Warsaw, Mo 65355. For any question pertaining to this application, contact Director Jessica Mayfield @ 660-438-9555 between the hours of 9:00 am – 4:00 pm, Monday – Friday.

Position Applied For: _____ Date: ___/___/___

When would you be available to start work? _____

Name _____

LAST

FIRST

M

All Alias Names: _____

Address: _____

State: _____ Zip: _____ Length of time at address: _____

Phone #: _____

Alternate phone #: _____

Social Security Number: _____

Driver's License Number: _____ State: _____ Valid? **Y or N**

Have you ever worked for Benton County before? _____ If you, explain when, in what capacity, and reason for leaving:

Do you have any relatives currently employed by Benton County? _____ If yes, state the name(s), relationship(s), and department(s) in which employed:

Have you ever been convicted of a Felony? **Y or N** If yes, please explain:

EMPLOYMENT HISTORY

Note: Not answering all items in the following section may eliminate you from further consideration. Be sure to provide phone numbers for the most recent employers. If you have been discharged from any position, please explain in detail.

Previous Employer: _____

Address: _____ () _____

House #/Street City State Phone #

Date of Employment: _____ - _____

Start Date End Date

Position: _____ Supervisor's Name: _____

Main duties: _____

Final Salary _____ Per _____ Reason for Leaving: _____

May we contact this employer? **Y or N** If no, please explain. _____

Previous Employer: _____

Address: _____ () _____

House #/Street City State Phone #

Date of Employment: _____ - _____

Start Date End Date

Position: _____ Supervisor's Name: _____

Main duties: _____

Final Salary _____ Per _____ Reason for Leaving: _____

May we contact this employer? **Y or N** If no, please explain. _____

If you indicate that you have been discharged from a position, please make any comments which you feel may help clarify circumstances causing the discharge.

Please provide information about your educational and training background. Use additional space if necessary. Proof of license(s) and/or certification(s) will be required upon hire.

What is the highest level of education you have attained? _____

Elementary/ Junior High/ High School _____
(Name of last one attended)

Last Grade Completed: _____

College: _____

Name	Location	Dates Attended	Major
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Degree or Hours _____

Are you MULES certified? _____
(if yes, date and location of training, expiration)

Are you EMD certified? _____
(if yes, date and location of training, expiration)

40 Hr. Basic Dispatch certified? _____
(if yes, date and location of training)

CPR Adult/Pediatric certified?
(if yes, date and location of training, expiration)

Any other special training, certificates, or skills you possess that you feel would be of benefit to the position you are applying for:

Are you a United States Citizen? **Y or N** Are you over 18 years of age? **Y or N**

Do you have a physical handicap that clearly prevents you from performing certain work? If yes, please explain.

Are you willing to sign for and agree to conditions of employment at Benton County Central Dispatch, that have been reviewed and are in accord with known state and federal law?

Y or N

PLEASE READ CAREFULLY AND SIGN BEFORE SUBMITTING APPLICATION.

The facts set forth above in my application for employment are true and complete to the best of my knowledge. I understand that neither the completion of this application, nor any other part of my consideration for employment establishes any obligation for Benton County 911 to hire me. I understand that if employed, false statements on this application shall be considered sufficient cause for dismissal, regardless of length of employment. I further understand that an incomplete application or an absence of my signature on this application is just cause for rejection of this application. My signature authorizes Benton County to review my previous employment record, my driving record, criminal record(s) and/or other background data as it may relate to the position for which I am applying or have been hired for.

Signature of Applicant

____/____/____
Date