



# Decatur-Grady 911 Communications Center Employment Information Packet

TO PRACTICE FOR THE CRITICAL TEST:

[www.thepracticetest.com](http://www.thepracticetest.com)

Decatur-Grady 911  
912 Spring Creek Road  
Bainbridge, GA 39817

Tonya Griffin  
911 Director  
229-248-3860

Dear Applicant;

Thank you for your interest in employment with Decatur-Grady 911. Because of our commitment to offering the highest possible satisfaction and emergency response to the citizens of Decatur and Grady Counties, we are only interested in hiring the best.

In addition to having a complete understanding of your qualifications, motivations and interests, so that we can make careful and deliberate hiring decisions that will benefit both the Agency and our employees, we want you to know a little more about the Agency you are applying for as a 911 Dispatcher.

Decatur-Grady 911 covers 1052 square miles in southwest Georgia and provides police, fire and medical dispatch to over 56,000 citizens in the two counties.

Decatur-Grady 911 is a primary public safety answering point (PSAP), receiving all emergency calls for both counties. Once the call is received, our trained dispatchers evaluate the call and determine what kind of emergency response is needed. The call is then dispatched to appropriate responders. In addition, for medical calls we also use the International Academies of Emergency Dispatch (IAED) protocol system to evaluate the patient's condition and assist in appropriate allocation of resources. Emergency Medical Dispatch (EMD) guides the call taker through the process of collecting vital information, and providing life-saving instructions until the dispatched medical unit arrives on scene.

Decatur-Grady 911 offers structured academic and on-the-job training, requiring employees to maintain certifications in Basic Communications, GCIC (Georgia Crime Information Center), IAED EMD and CPR. An estimated 138,000 calls per year are processed using a minimum of 3 dispatchers on a 12-hour rotating shift.

If this sounds appealing to you and you would like to proceed with possible employment at Decatur-Grady 911, please review the rest of the packet for a brief description of what the hiring process entails.

Again, thank you for your interest in becoming a member of our team.

Sincerely,

*Tonya Griffin*

Tonya Griffin  
911 Director

## **New Hire Selection Process**

**The goal of this process** is to identify candidates who possess the core competencies and fundamental skills necessary to become an effective 911 Dispatcher. There are a number of stages involved in the process. (Please note that a candidate must be successful in one stage in order to move on to the next.)

### **Stage 1: Resume/Application Review**

Resumes are thoroughly reviewed relative to the qualifications and requirements found in the job description. Applications may be downloaded from our website at [www.decaturgadye911.com](http://www.decaturgadye911.com) or picked up at the 911 Center at 309 Airport Road, Bainbridge. Applicants whose applications have been accepted from this review may be invited to proceed to the next stage. \*Note: Resumes' will not be accepted in lieu of an application being completed. Resumes' may be attached to an application.

### **Stage 2: Self-Screening Questionnaire**

Take the time to complete the Self-Screening Questionnaire to see if you would like to proceed with the required steps in becoming a 911 Dispatcher. Once you have decided to move on, proceed to Stage 3.

### **Stage 3: CritiCall Test**

Candidates invited to participate in this stage will challenge the CritiCall Test at Decatur-Grady 911 located at 309 Airport Road, Bainbridge. CritiCall is a computer-based test which evaluates the actual dispatching skills, computer-related multitasking and keyboarding/data entry capabilities of the applicant. Please read Criticall Pre-Employment Test Preparation Guide regarding the CritiCall Test. You can practice for the Criticall test at [www.thepracticetest.com](http://www.thepracticetest.com).

### **Stage 4: Interview**

Those candidates that master CritiCall will be notified and asked to participate in a panel interview with key team members, at a pre-designated appointment time. This is your opportunity to demonstrate to us in person how and why you would be an effective 911 Dispatcher.

### **Stage 5: Reference Check / Background Investigation Check / Sit-In**

Candidates, who successfully complete the stages above, will then move onto the next stage to include: Reference and Background Investigation Checks. Upon successful completion of each of those areas, the candidate will be asked to complete a sit-along in the Communications Center. The candidate must be available, at his/her convenience, to complete an 8-hour sit-in at the 911 Center. Upon successful completion of Stage 5, the candidate may be extended a conditional offer of employment, contingent on the result of a pre-employment drug screening.

### **Stage 6: Training Program**

Once an offer is extended and accepted, the candidate will then begin the 911 Dispatcher Training Program on a designated date and time to be announced. The training program consists of both classroom and on-the-job training in the Communications Center.



## 911 Dispatcher



**The following information describes the responsibilities and qualifications of a 911 Dispatcher with Decatur-Grady 911.**

### **Key Qualifications:**

1. Must have High School diploma or equivalent.
2. Must obtain certification in Basic Communications, GCIC (Georgia Crime Information Center), Emergency Medical Dispatch and CPR, and maintain same throughout employment with Decatur-Grady 911.
3. Must successfully pass the CitiCall test and other pre-hiring requirements.

### **Additionally, you:**

1. Must be able to perform the essential job duties of a 911 Dispatcher.
2. Must demonstrate ability and dexterity in handling call-taking and dispatching functions using computer aided dispatch, multi-line telephone and radio communications systems.
3. Must ensure the confidentiality of all records containing personal information that are in the custody or under the control of Decatur-Grady 911.
4. Must adhere to Decatur-Grady 911 Communications Center policies and procedures.
5. Must be able to define and carry out priorities as identified.
6. Must be able to work efficiently and effectively in a multi-tasking high stress environment.
7. Must demonstrate sound and rapid decision making ability under stressful conditions.
8. Must demonstrate the ability to appropriately respond to changing circumstances.
9. Must demonstrate the ability to transfer learned skills into practical, real-time application.
10. Must demonstrate effective interpersonal communications skills.
11. Must obtain knowledge of the geography of the Decatur-Grady 911 territory area, including, but not limited to, major streets, highways, public transit, hospitals, and primary medical facilities.
12. Must demonstrate the ability to communicate effectively and clearly in English (both written and verbal) under stressful conditions.
13. Must possess advanced working knowledge of Microsoft Windows in a multi-screen computer environment.
14. Must be able to work 12-hour rotating shifts including days, nights, weekends and holidays.
15. Must be able to work for sustained periods of time at the same workstation.
16. Good hearing and vision (including color vision) appropriate for call-taking/dispatching functions are required.

17. Must be able to successfully complete the Georgia Basic Communications Certification at the Georgia Public Safety Training Center; in addition, GCIC Terminal Certification and Emergency Medical Dispatcher Certification in accordance with standards set by the International Academy of Emergency Dispatching.

**18. Major Responsibilities:**

- Provides emergency and non-emergency communication and dispatch services for Decatur-Grady 911 Communications Center.
- Receives and processes incoming emergency and non-emergency telephone requests for service.
- Dispatches appropriate resources to requests for service.
- Deploys available resources to maintain maximum response performance.
- Coordinates non-emergency service requests with responders, hospitals, ambulances and other agency communication centers.
- Efficiently operates console equipment including multi-line telephone, radio and computer aided dispatch equipment.
- Completes appropriate documentation as required.
- Follows established standard operating protocols and procedures.