

HELP WANTED
911
Communications Operator

Duties include receiving emergency and non-emergency calls for service from the public and dispatching appropriate personnel.

Requires typing, computer skills and the ability to perform multiple tasks. Full-time position with shift hours. Training/Probation wage \$16.32 per hour with full benefits. Top wage is currently \$23.96 per hour with full benefits.

Applications and job description are available at the Iowa County Sheriff's Office and on line at www.co.iowa.ia.us/ and will be accepted through August 7, 2020 at 4:30PM. Please return Application, Cover Letter, and Resume to the Iowa County Sheriff's Office at 960 Franklyn Avenue, Marengo, Iowa 52301 (319 642-7307).

Iowa County Sheriff's Office

960 Franklyn Ave.

Marengo, Ia. 52301

Application For Employment

We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or other legally protected status.

(Please Print)

Position(s) Applied For:	Date of Application:
Full Name (Last, First, Middle)	Social Security Number:
List any other names you have used.	
At what address & telephone number(s) can we reach you?	
Are you currently certified by the Iowa Law Enforcement Academy? <input type="checkbox"/> Yes <input type="checkbox"/> No Year Certified _____	

Are you currently employed? Yes No

May we contact your present employer? Yes No

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration Status? Yes No

Proof of citizenship or immigration status will be required upon employment.

On what date would you be available for work? _____

Are you a veteran of the U.S. Armed Forces? Yes No

Dates of military service: _____ Branch _____

Have you ever been convicted of a crime (other than a minor traffic violation)? Yes No

If so, indicate the nature of the offense, date, state & disposition.

Education

	Name and Address of School	Course of Study	# of Years Completed	Diploma/Degree
Elementary School				
High School				
Undergraduate College				
Graduate Professional				
Other (Specify)				

Describe any specialized training, apprenticeship, skills, and extra-curricular activities

Describe any job-related training received in the United States military

Employment Experience

Start with your present or last job. Include any job-related military service assignments and volunteer activities. You may exclude organizations which indicate race, color, religion, gender, national origin, disabilities, or other protected status.

Employer:		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)				
Job Title	Supervisor			
Reason for Leaving				
Employer:		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)				
Job Title	Supervisor			
Reason for Leaving				
Employer:		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)				
Job Title	Supervisor			
Reason for Leaving				
Employer:		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)				
Job Title	Supervisor			
Reason for Leaving				

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

List professional, trade, business, or civic activities and offices held:

You may exclude membership which would reveal gender, race, religion, national origin, age, ancestry, disability, or other protected status.

Additional Information

Other Qualifications

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

References:

Name:	Phone Number: ()
Address:	
Name:	Phone Number: ()
Address:	
Name:	Phone Number: ()
Address:	

Acknowledgement to Voluntarily Submit to Pre-Employment Physical and Drug Test

I, the undersigned, as a term of condition of possible employment with Iowa County hereby voluntarily consent to a Pre-employment Physical Examination and Drug Test. I recognize my employment is dependent, among other things, upon passing all such tests to the exclusive satisfaction of Iowa County. Iowa County shall keep all results confidential recognizing that such information may be disseminated to certain individuals within the company needing to have such information.

I hereby swear and affirm that each statement and all information in this questionnaire are COMPLETE, TRUE, and ACCURATELY recorded. I understand that providing FALSE, MISLEADING and/or INCOMPLETE information on this questionnaire is grounds for exclusion from the selection process or discharge if discovered subsequent to employment.

(Applicant Signature)

(Date)

Iowa County Sheriff's Office

AUTHORIZATION FOR RELEASE OF PERSONAL INFORMATION

I, _____, do hereby authorize a review of and full disclosure of all records concerning myself to any duly authorized agent of the Iowa County Sheriff's Office, whether the said records are of a public, private or confidential nature, including criminal histories.

The intent of this authorization is to give my consent for full and complete disclosure of records of educational institutions; financial or credit institutions, including records of loans, the records of commercial or retail credit agencies (including credit reports and/or ratings) and other financial statements of records whenever filed; medical and psychiatric treatment and/or consultation, including hospitals, clinics, private practitioners, and the U.S. Veteran's Administration; employment and pre-employment records, including background reports, efficiency ratings, complaints or grievances filed by or against me; and the recollections of attorneys at law, or of other counsel, whether representing me or another person in any case, either criminal or civil, in which I presently have, or have had an interest.

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 Iowa County Sheriff's Office. I also certify that any person(s) who may furnish such information in good faith concerning me shall not be held accountable for giving this information; and I do hereby release said person(s) from any and all liability which may be incurred as a result of furnishing such information. I further release the Iowa County Sheriff's Office and Iowa County Office of Personnel from any and all liability which may be incurred as a result of collecting such information.

I HEREBY SWEAR AND AFFIRM THAT EACH STATEMENT AND ALL INFORMATION IN OR SUPPLEMENTING THIS APPLICATION (PERSONAL AND PHYSICAL EVALUATION) IS COMPLETE, TRUE AND ACCURATELY RECORDED TO THE BEST OF MY KNOWLEDGE. I UNDERSTAND THAT PROVIDING FALSE, MISLEADING AND/OR INCOMPLETE INFORMATION ON THIS APPLICATION IS GROUNDS FOR EXCLUSION FROM THE SELECTION PROCESS OR DISCHARGE IF DISCOVERED SUBSEQUENT TO EMPLOYMENT.

A photocopy and/or fax of this release form will be valid as an original thereof, even though the said photocopy/fax does not contain an original writing of my signature.

I have read and fully understand the contents of the "Authorization for Release of Personal Information".

(Signature of Applicant)

(Date)

**If you have signed this authorization, please complete release addendum A*

RELEASE - ADDENDUM A

Name: _____

What is your date of birth? _____

What is your place of birth? _____

List all states where you have held a driver's license:

Date: _____

DISPATCH COMMUNICATIONS/JAILER POSITION
EMPLOYMENT CHECKLIST

Experience has shown that many applicants for the Dispatch Communications/Jailer position consider only certain aspects of the job while ignoring less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the job before training is completed or within a few months of qualification.

While there are many satisfying, rewarding aspects of the Dispatch Communications/Jailer position and there is no question that dispatcher/jailers 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 positive features of a new career **before** considering the position.

The job factors listed below are features of the Dispatch Communication/Jailer position about which many applicants are unaware. If you are concerned about any of these items, you may discuss your concerns with the Dispatch Supervisor.

This questionnaire should be taken home, considered carefully and if pertinent, discussed with your family or whomever else you feel is important. Should you be successful in passing all the phases in the testing process and are offered a position, you will be given a new form and asked to sign each line. The form will then become part of your permanent personnel folder.

No	Comment	Initial
1	Regular and punctual attendance is expected	
2	Arrive for your shift in time to allow for briefing by the previous dispatcher	
3	You need to be flexible to work any shift 24-7	
4	Work days will be assigned, to include regular weekend shifts	
5	Have a willingness to exchange shifts as needed	
6	During the training period, your work experience will include all three shifts	
7	Have an understanding that most shifts you will be working alone	
8	When scheduled, you will be expected to work any or all Federal, State and religious holidays on the recognized or actual date	
9	When scheduled, you will be expected to work on personally important or special days (i.e. birthdays, anniversaries, sporting events, etc.)	
10	Whenever you work, you will need to have childcare arranged previously, and sometimes at a moments notice	
11	There will be a possibility of voluntary/mandatory overtime,	

	before or after your shift, sometimes with little or no notice	
12	Reliable transportation is required at all times	
13	You must be willing to conform to the prescribed uniform	
14	Dispatchers are seated at workstation for extended durations of time. Leaving the building during your shift is prohibited. The dispatcher remains in the dispatch center with little exception	
15	Work at a radio console and computer terminal for a full shift (10 hours)	
16	Multi-tasking is required and expected while working with radios, computers, multiple phone lines and security monitors	
17	Workstations are in a confined room	
18	The nature of the job creates a high stress environment	
19	Prisoners ability to see into the dispatch center must not be distracting	
20	Need to be able to receive criticism from law enforcement officers and/or civilians	
21	During training, take serious note of errors and mistakes	
22	Must have the ability to record information from callers into the computers in a timely fashion	
23	You must realize that many times you will be working at a rapid pace having little or no control	
24	Maintain intense concentration and attention for extended periods of time	
25	Smoking is prohibited in the building and on County property	
26	As jailers, you will be called upon to monitor and change out prisoners	
27	While on the job or off, work expectations take precedence	
28	Will be expected to follow Standard Operating Procedures	

Failure to comply or withstand any or all of the above defined work environment issues, may result in disciplinary action being taken against you.

TYPES OF CALLS

1	Answer telephone calls where someone screams at you	
2	Answer telephone calls where the caller directs obscene language at you	
3	Answer and respond to telephone calls where the caller is hysterical, intoxicated, irrational or confused	
4	Answer and respond to telephone calls in which the caller is difficult to understand	
5	Answer telephone calls from suicidal subjects, family members, acquaintances	
6	Answer and handle fire and rescue, ambulance and police calls quickly and accurately	

7	Answer and respond to calls where a violent crime is in progress	
8	Make quick decisions on which one or more person's safety is at stake	
9	Prioritize calls to be dispatched, deciding on which is most serious	

With my signature below, I state that I have read, considered and understand each item.

Signature

Date

Printed Name

Date

**IOWA COUNTY SHERIFF'S OFFICE
ATTACHMENT TO DISPATCH APPLICATION**

1. ARE YOU WILLING TO WORK SHIFT WORK: 7a-5p, 12p-10p, 5p-3a, 10p-8a?

YES _____ NO _____

2. ARE YOU WILLING TO WORK 10 HOUR SHIFTS, 4 DAYS WORK WEEKS?

YES _____ NO _____

3. ARE YOU WILLING TO WORK HOLIDAYS, NIGHTS, WEEKENDS?

YES _____ NO _____

4. ARE YOU WILLING TO RESPOND TO WORK AT A MOMENT'S NOTICE IN CASE OF AN EMERGENCY?

YES _____ NO _____

5. ALTHOUGH WE HAVE A TENTATIVELY SET SCHEDULE ARE YOU WILLING TO WORK IN A PLACE THAT THE SCHEDULE COULD CHANGE FROM MONTH TO MONTH?

YES _____ NO _____

6. ALTHOUGH WE TRY TO ENSURE THREE DAYS OFF IN A ROW, DO YOU HAVE ANY PROBLEM WITH THAT IF IT DOESN'T HAPPEN?

YES _____ NO _____

7. ARE YOU WILLING, IF ASKED, TO SWITCH SCHEDULES WITH OTHER DISPATCHERS?

YES _____ NO _____

Please return this sheet with your application.

COMMUNICATIONS OPERATOR

I. ESSENTIAL JOB FUNCTIONS

- *Receives all emergency 911 and non-emergency telephone calls
- *Receives and transmits all radio traffic to and from appropriate Public safety personnel
- *Computer data entry
- *Assists jailers with inmate monitoring and jail duties as required
- *Clerical duties and other duties as assigned

II. TRAINING

- *In-house training (length to be determined) – minimum of 200 hrs.
- *Basic training State of Iowa program for telecommunicators
40 hr. class with exam and continuing education of 8 hrs. yearly
- *National and State of Iowa certification on teletype with exam
- *Medical dispatch training (Powerphone) with exam
- *Jail school certification with exam
40 hr. class with continuing education of 20 hrs. yearly
- *CPR certification & First Aid certification with exams

III. QUALIFICATIONS

- *Fast, accurate individual who is able to make quick, common sense decisions in an emergency situation.
- *Dependable individual who is able to work independently and take the initiative to complete tasks as they develop.
- *Typing and computer skills-minimum of 40 wpm
- *Individual who is willing and able to work any shifts
 1. 7a-5p, 12p-10p, 10p-8a 5p-3a
 2. 4 – ten hour days
 3. Weekends, holidays
 4. Works alone majority of the time-able to sit for extended periods of time

IV. SKILLS

- *Reasoning
- *Analytical
- *Interpersonal
- *Problem resolution
- *Oral and written communication, listening skills
- *Confidentiality
- *General knowledge of County & State resources

V. REQUIREMENTS

- *High School graduate or GED equivalent
- *Ability to pass a thorough background investigation
- *Able to speak clearly and be easily understood

Pay scale as of 7-1-20 Also shift differential for 2nd and 3rd shifts 35cents per hour

Full Time:

Training Wage	\$16.32
6 months	\$18.82
8 months	\$21.40
1 year	\$22.66
2 years	\$23.96