



# Public Safety Telecommunicator I Application for Employment

Position Title: Public Safety Telecommunicator I (PST I)  
Classification: Non-exempt / Classified  
Division: Operations  
Reports to: Shift Supervisor  
Date Job review and updated: April 30, 2015  
Wage Level: Grade 18/ Step 1  
Hourly Rate: (Non-Certified) \$17.25 per hour

## Public Safety Telecommunicator I Regional Emergency Dispatch Authority

The Regional Emergency Dispatch Authority employment process is as follows:

1. Submission of complete application, which meets all stated criteria for consideration. Incomplete applications will not be considered for continuance in the process.
2. Successful completion of the Criticall® Exam. Applicants must score an 80% or above to continue in the application process.
3. Successful Completion of the Oral Board. Applicants must score an average of 175% on the Oral Board Scores to continue in the application process.
4. Successful Background Investigation
5. Satisfactory Psychological Examination
6. Satisfactory Physical Examination, including drug screening and hearing examination.

Applicant must, at a minimum, meet the following criteria at the time of application:

- Be eighteen (18) years or older
- High School Graduate or Successful General Education Diploma (GED) Recipient
- Valid Driver's License (Will accept out of state initially, but expect adherence to state law regarding obtaining a NM Driver's License.)
- Current Vehicle Registration and Proof of Insurance (If you are driving your vehicle onto FLETC post for duty)
- Current Keyboarding Test (45 WPM Minimum)
- No pending legal issues
- No felony charges in a criminal history background
- No Marijuana use in the past twelve (12) months and no other illegal drug use in the past thirty-six (36) months.

The Public Safety Telecommunicator I (PST I) position is the newly hired, PST I. It is a non-certified position, with a probationary status of twelve (12) months. During this twelve (12) month period, the PST I will complete classroom training, to include, but not limited to:

- Public Safety Telecommunicator I (APCO, 7<sup>th</sup> Ed.)
- Fire Service Communications (APCO 2<sup>nd</sup> Ed.)
- Emergency Medical Dispatch (APCO 5.2)
- Cardio Pulmonary Resuscitation (CPR)
- Automated External Defibrillator (AED)
- Incident Command System Courses, 100, 200, 700 & 800
- Dealing with Diversity & The Impact of Workplace Diversity
- Pipeline Awareness
- Six (6) – Nine (9) months of in-house, On-The-Job training (the "REDA Academy")
- Three (3) weeks of New Mexico Department of Public Safety Certification Academy



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## Job Overview

PST I positions focus on training as new hires to work as PST II's, providing the full range of call taking and dispatching functions for law enforcement, fire and medical emergency calls, as well as certain non-emergency functions.

## Distinguishing Characteristics

The Public Safety Telecommunicator I is a training level intended for individuals with little or no comparable public safety dispatching experience. A PST I who successfully passes the training program and probationary period will be promoted automatically to PST II, which is the full-working level.

Under close direct supervision, Public Safety Telecommunicator I receive extensive classroom training, on-the-job instruction and hands-on training in call taking and dispatching of public safety personnel and equipment for law enforcement, fire services, emergency medical and other services. Throughout training, trainees are expected to show progressive growth and ability to apply complex rules, procedures and policies to all work situations, in accordance with REDA's PST training program. At the end of training and probation, trainees must demonstrate and maintain working competence in the full range of law enforcement, fire and medical call-taking and dispatching functions.

## Essential Job Functions

- Receive and transmit telephone and radio emergency calls, as well as non-emergency calls and complaints or inquiries from the public
- Assess and appropriately respond to a caller's emotional state
- Evaluate and prioritize calls based on urgency
- Determine the correct jurisdiction, equipment and personnel to be dispatched
- Dispatch appropriate law, fire or emergency response personnel
- Respond to requests from emergency response personnel
- Operate two way radios, multi-line phone and teletype systems, computers, data communications terminals and other complex communications equipment to quickly and correctly access information and respond to requests from police, fire and EMS
- Record the nature and source of incoming and outgoing radio and telephone messages
- Study and maintain familiarity with major roads, streets, industrial plants and buildings
- Monitor multiple public safety frequencies
- Perform other related tasks and duties as assigned

## Minimum Qualifications

- At least 18 years of age at time of hire
- Possess a High School diploma or GED Certificate of Completion
- Possess a valid driver's license
- Possess current registration and proof of insurance on vehicle (IF YOU WILL BE DRIVING ONTO POST)
- Able to legally work in the United States
- A stable and reliable work history, with at least one year of continuous work experience
- Have no felony convictions
- Have no Marijuana use in the last twelve (12) months and no other illegal drug use in the past thirty-six (36) months.
- Uncertified dispatchers must become state certified within one year of hire, exceptions may be made due to scheduling conflicts at the NM DPS Telecommunications Academy.
- Successfully complete all recruitment and selection components including, but not limited to, skills testing, oral board interviews, detailed background investigation, and the required post-offer processes: drug screen, physical and psychological evaluation.

Any combination of qualifications and work experience that demonstrates an applicant has the necessary knowledge, skills, ability and character to successfully perform the job will be considered.

Public Safety Telecommunicator I must either possess or gain the following during the course of the PST I training program and through the probationary period:

#### **Knowledge of**

- Current techniques, policies and procedures of public safety call taking and dispatching
- Eddy County geography, including locations and boundaries of all cities and townships, locations of major highways, streets and key buildings and landmarks, and addressing systems used for each jurisdiction

#### **Ability to**

- Perform extensive data entry and data retrieval from visual and / or audio sources
- Understand and execute complex oral and written instructions
- Demonstrate appropriate interpersonal communication skills for public safety call taking and dispatching
- React quickly and correctly to emergency situation, and adopt effective course of action
- Learn and correctly apply detailed procedures and policies both in structured situations, such as emergency medical dispatch (EMD), and in non-routine situations that require independent judgment, critical thinking and applications of complex and varied procedures and policies, such as law enforcement dispatching
- Learn, retain and use knowledge of Eddy County geography in the course of work
- Operate computerized equipment including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs
- Received and accept regular feedback and constructive criticism without being defensive
- Dispatch public safety personnel and equipment safely, quickly and efficiently
- Relay messages exactly as received
- React quickly and calmly in emergency situations and adopt effective courses of action
- Perform call taking and dispatching work by phone, radio and using other standard communications center equipment
- Assess callers' emotional state, respond correctly to emergency and routine situations
- Prioritize calls based on urgency
- Apply appropriate initiative, discretion and judgment in the work
- Apply available guidelines, policies or procedures in diverse situations
- Develop and maintain effective working relationships with the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, department or agencies
- Perform work under stressful or emotional conditions
- Work any assigned shift, including day, swing, or graveyard and work all days of the week including weekends and holidays
- Work under pressure in a loud, multi-tasking environment
- Work mandatory overtime as needed and assigned
- Have reliable and predictable attendance

#### **Work Environment (Essential functions)**

Work is performed in an indoor, open-space environment and stationary setting. Incumbents work with and are surrounded by computerized control panels that require detailed dexterity. The majority of time is spent in a seated position; however, dispatchers have freedom to stand and move in a limited area, primarily that of the cordless reception area of the headset. Headsets are worn at all times while on duty on the operations floor. Incumbents are expected to manage over the phone interactions and confrontations with angry, hostile, depressed and / or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations. Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip charts.

**Physical Demands typically involve, but are not limited to:**

#### **Hearing and Speaking**

- Hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers
- Speak clearly and concisely in English
- Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephones systems, and complex communications equipment

**Seeing and reading**

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals
- See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles

**Mental acuity and alertness**

- Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations
- Engage in frequent interpersonal interactions that are stressful or sensitive in nature
- Handle difficult interpersonal interactions and complaints with tact and diplomacy
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Think and apply judgment, discretion, and initiative in accomplishing work
- Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime

**Manual dexterity and typing**

- Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers
- Performing multiple tasks requiring manual dexterity at the same time
- Write legibly

**Physical dexterity**

- Sit for extended periods of time; stand or walk as necessary
- Sit for extended periods of time particularly during high stress situations
- Stretch, reach, or lift objects or materials that may be up to 50 pounds in weight

**Applicant Declaration**

I have read the above Position Specifications and I understand the demands and expectations of the position described, and to the best of my knowledge I believe I can perform these duties.

Printed Name:

Signature:

Date: Choose Date

*In accordance with the Uniform Electronic Transactions Act (UETA), which establishes the legal validity of electronic signatures and contracts, this application may be digitally signed and submitted. You must use a verifiable source of digital signature in order for The REDA to accept the document as legal.*

*NOTE: The Release of Information on the following page can be filled out electronically, but MUST be printed and signed in the presence of a notary.*

# RELEASE OF INFORMATION WAIVER

I consent and hereby authorize the Regional Emergency Dispatch Authority (hereafter "The REDA"), the County of Eddy and the City of Artesia or any other entity or person who is suitable to and chosen by The REDA, to investigate my past and present employment, character, credit, police, and criminal history to ascertain any and all information which may concern my suitability for employment with The REDA.

I consent to your release of any and all public and private information that you may have concerning me, including but not limited to:

- My work record
- My background and reputation
- My military service records
- My educational records
- My financial status
- My criminal history record, including any adult arrest records
- My investigatory files of any kind
- My efficiency ratings
- Any complaints or grievances filed by or against me
- My records or recollections of any attorneys at law or any counsel, whether representing me or another person in any case, either criminal or civil., in which I presently have or have had an interest
- My attendance records, whether educational or employment
- Any previous psychological or other pre-employment exam results
- Any internal affairs investigations, allegations or resulting discipline, including any files which are deemed to be confidential, and/or sealed

I direct you to release such information upon request of the duly accredited representative of The REDA, regardless of any agreement I may have made with you previously to the contrary. The release of any and all information is authorized whether same is of record or not, and I do, hereby, release all persons, firms, agencies, companies or groups, whomsoever, from any damages because of, or resulting from, furnishing such information to The REDA, Eddy County or City of Artesia, and its employees from any damages or claims which may otherwise result from use or release of such information.

Applicant Printed Name

Choose Date  
Date

Applicant Signature

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Social Security #: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Driver's License #:

State of License:

Address:

City:  State:

City of Birth:

County:  State:

Other Names Used:

State of: \_\_\_\_\_  
County of: \_\_\_\_\_

In witness hereof, I acknowledge that the above and foregoing document was signed before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

My Commission Expires: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_  
Notary Public Signature

Affix Seal Here

# APPLICATION COVER LETTER

NAME:

POSITION APPLYING FOR: Public Safety Telecommunicator I



## REDA EMPLOYMENT APPLICATIONS

The Regional Emergency Dispatch Authority (hereafter "The REDA"), will adhere to all Federal, State and Local laws governing the provisions of the Equal Employment Opportunity Commission Act [Section 701 of the Civil Rights Act of 1964 (78 Stat. 253; 42 U.S.C. 2000e)] to both employees and prospective employees. The REDA policy is to hire, develop and compensate individuals without regard to race, color, religion, sex, age, national origin, sexual orientation, physical or mental handicap, or their status as a veteran of the Vietnam Era. You must be able to supply evidence of work authorization and identification if an offer of employment is made to you. Provide all materials required in the posting of this position for which you are applying. Incomplete applications are not accepted.

**PERSONAL INFORMATION**

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/D

<b>FULL NAME:</b> <input type="text"/> LAST			<input type="text"/> FIRST	<input type="text"/> MI	<b>PHONE NO.</b> - - <b>EMAIL ADDRESS</b> <input type="text"/>				
<b>PHYSICAL ADDRESS:</b> <input type="text"/> NUMBER/STREET							<input type="text"/> CITY	<input type="text"/> STATE	<input type="text"/> ZIP
<b>MAILING ADDRESS (IF DIFFERENT FROM PHYSICAL ADDRESS)</b> <input type="text"/> NUMBER/STREET/PO BOX							<input type="text"/> CITY	<input type="text"/> STATE	<input type="text"/> ZIP
POSITION APPLIED FOR: PUBLIC SAFETY TELECOMMUNICATOR I					DATE AVAILABLE: Choose Date				
DO YOU MEET THE NEW MEXICO LEGAL AGE REQUIREMENT FOR EMPLOYMENT?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
ARE YOU LEGALLY ABLE TO OBTAIN EMPLOYMENT IN THE UNITED STATES?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
ARE YOU RELATED TO ANYONE CURRENTLY EMPLOYED BY THE REDA?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
IF SO, WHO? NAME: <input type="text"/>					HOW ARE YOU RELATED? N/A Choose One From The drop Down List				
HAVE YOU PREVIOUSLY BEEN EMPLOYED BY THE REDA (FORMERLY ECCCA)?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
WILL YOU WORK SHIFT WORK, WEEKENDS AND OVERTIME?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
DO YOU HAVE ANY OUTSIDE BUSINESS INTERESTS OR HOLD A PART TIME JOB?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
HAVE YOU EVER BEEN TERMINATED OR PLACED ON A "DO NOT HIRE" LIST?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
HAVE YOU USED MARIJUANA IN ANY FORM IN THE LAST TWELVE (12) MONTHS?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
HAVE YOU USED ANY OTHER ILLEGAL DRUG IN THE LAST THIRTY-SIX (36) MONTHS?					<input type="checkbox"/> YES <input type="checkbox"/> NO				
LIST ANY OTHER NAMES UNDER WHICH YOU HAVE BEEN EMPLOYED: <input type="text"/>									
LIST MEMBERSHIPS IN ANY TRADE OR PROFESSIONAL ORGANIZATIONS OF WHICH YOU ARE A MEMBER: <input type="text"/>									
HOW WERE YOU REFERRED TO REDA FOR EMPLOYMENT: <input type="checkbox"/> CITY OF ARTESIA WEBSITE <input type="checkbox"/> EDDY COUNTY WEB SITE <input type="checkbox"/> WORK FORCE SOLUTIONS <input type="checkbox"/> OTHER									

**EMPLOYMENT HISTORY**

Begin with the present or most recent employer. Provide a minimum of three employment references that includes a minimum of ten (10) year's work history. Attach additional pages if necessary. Check yes or no on the question of whether to contact employer for each one.

<p>COMPANY NAME</p> <input type="text"/>	<p>ADDRESS:</p> <input type="text"/> <p>MAILING ADDRESS</p> <input type="text"/>	<p>EMPLOYMENT DATES:</p> <p>CHOOSE START DATE</p> <p>CHOOSE END DATE</p>
<p>CONTACT EMPLOYER:    <input type="checkbox"/> YES    <input type="checkbox"/> NO</p>	<p>CITY</p> <input type="text"/> <p>STATE</p> <input type="text"/> <p>ZIP CODE</p> <input type="text"/>	<p>PHONE:</p> <input type="text"/>
<p>JOB TITLE:</p> <input type="text"/>	<p>IMMEDIATE SUPERVISOR:</p> <input type="text"/>	<p>SALARY:</p> <p>STARING: \$ <input type="text"/></p> <p>ENDING: \$ <input type="text"/></p>
<p>DUTIES:</p> <input type="text"/>		
<p>REASON FOR LEAVING:</p> <input type="text"/>		

<p>COMPANY NAME</p> <input type="text"/>	<p>ADDRESS:</p> <input type="text"/> <p>MAILING ADDRESS</p> <input type="text"/>	<p>EMPLOYMENT DATES:</p> <p>CHOOSE START DATE</p> <p>CHOOSE END DATE</p>
<p>CONTACT EMPLOYER:    <input type="checkbox"/> YES    <input type="checkbox"/> NO</p>	<p>CITY</p> <input type="text"/> <p>STATE</p> <input type="text"/> <p>ZIP CODE</p> <input type="text"/>	<p>PHONE:</p> <input type="text"/>
<p>JOB TITLE:</p> <input type="text"/>	<p>IMMEDIATE SUPERVISOR:</p> <input type="text"/>	<p>SALARY:</p> <p>STARING: \$ <input type="text"/></p> <p>ENDING: \$ <input type="text"/></p>
<p>DUTIES:</p> <input type="text"/>		
<p>REASON FOR LEAVING:</p> <input type="text"/>		

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COMPANY NAME <input type="text"/>	ADDRESS: <input type="text"/> MAILING ADDRESS <input type="text"/>	EMPLOYMENT DATES: CHOOSE START DATE CHOOSE END DATE
CONTACT EMPLOYER: <input type="checkbox"/> YES <input type="checkbox"/> NO	CITY: <input type="text"/> STATE: <input type="text"/> ZIP CODE: <input type="text"/>	PHONE: <input type="text"/>
JOB TITLE: <input type="text"/>	IMMEDIATE SUPERVISOR: <input type="text"/>	SALARY: STARING: \$ <input type="text"/> ENDING: \$ <input type="text"/>
DUTIES: <input type="text"/>		
REASON FOR LEAVING: <input type="text"/>		

COMPANY NAME <input type="text"/>	ADDRESS: <input type="text"/> MAILING ADDRESS <input type="text"/>	EMPLOYMENT DATES: CHOOSE START DATE CHOOSE END DATE
CONTACT EMPLOYER: <input type="checkbox"/> YES <input type="checkbox"/> NO	CITY: <input type="text"/> STATE: <input type="text"/> ZIP CODE: <input type="text"/>	PHONE: <input type="text"/>
JOB TITLE: <input type="text"/>	IMMEDIATE SUPERVISOR: <input type="text"/>	SALARY: STARING: \$ <input type="text"/> ENDING: \$ <input type="text"/>
DUTIES: <input type="text"/>		
REASON FOR LEAVING: <input type="text"/>		

**EDUCATIONAL HISTORY**

HIGH SCHOOL	NAME <input type="text"/>	MAJOR  N/A	YEARS COMPLETED  1	DID YOU GRADUATE? <input type="checkbox"/> YES <input type="checkbox"/> NO	DEGREE RECEIVED  N/A
	LOCATION: <input type="text"/>		CHOOSE A NUMBER FROM THE DROP-DOWN MENU		
COLLEGE	NAME <input type="text"/>	MAJOR <input type="text"/>	YEARS COMPLETED  0	DID YOU GRADUATE? <input type="checkbox"/> YES <input type="checkbox"/> NO	DEGREE RECEIVED <input type="checkbox"/> YES <input type="checkbox"/> NO
	LOCATION: <input type="text"/>	MINOR <input type="text"/>	CHOOSE A NUMBER FROM THE DROP-DOWN MENU		
COLLEGE	NAME <input type="text"/>	MAJOR <input type="text"/>	YEARS COMPLETED  0	DID YOU GRADUATE? <input type="checkbox"/> YES <input type="checkbox"/> NO	DEGREE RECEIVED <input type="checkbox"/> YES <input type="checkbox"/> NO
	LOCATION: <input type="text"/>	MINOR <input type="text"/>	CHOOSE A NUMBER FROM THE DROP-DOWN MENU		
GRADUATE SCHOOL	NAME <input type="text"/>	MAJOR <input type="text"/>	YEARS COMPLETED  0	DID YOU GRADUATE? <input type="checkbox"/> YES <input type="checkbox"/> NO	DEGREE RECEIVED <input type="checkbox"/> YES <input type="checkbox"/> NO
	LOCATION: <input type="text"/>	MINOR <input type="text"/>	CHOOSE A NUMBER FROM THE DROP-DOWN MENU		

**OTHER TRAINING / SKILLS** OTHER SCHOOLS OR TRAINING (SUCH AS TRADE, VOCATIONAL, MILITARY, ETC). PROVIDE THE NAME, LOCATION, DATES, SUBJECT MATTER AND TYPE OF TRAINING RECEIVED AND IF A CERTIFICATE WAS ISSUED.

TYPE OF TRAINING RECEIVED	NAME/LOCATION OF SCHOOL	LENGTH	CERTIFICATE
<input type="text"/>	<input type="text"/>	<input type="text"/> In Months or Years	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/> In Months or Years	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/> In Months or Years	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/> In Months or Years	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/> In Months or Years	<input type="checkbox"/> Yes <input type="checkbox"/> No

REFERENCES		
Give names, addresses, and telephone numbers of three references who are not related to you and are not a previous employer. Indicate whether the reference is personal or professional. *Professional is preferred.		
NAME [ ] Last, First, MI	ADDRESS [ ] Street Number / City / State / Zip	PHONE [ ] Include Area Code
NAME [ ] Last, First, MI	ADDRESS [ ] Street Number / City / State / Zip	PHONE [ ] Include Area Code
NAME [ ] Last, First, MI	ADDRESS [ ] Street Number / City / State / Zip	PHONE [ ] Include Area Code

**BRIEFLY DESCRIBE YOUR CAREER GOALS:**

**NOTICE:** In making this application for employment with Regional Emergency Dispatch Authority. I understand and agree that:

1. Any misrepresentations made by me in this application will be sufficient cause not to hire or cause to terminate my employment.
2. As a condition of employment I am to be governed by all REDA resolutions, rules, policies and procedures.
3. Refusal to submit to search by authorized personnel of my person or property while on REDA premises is grounds for discharge, and;
4. As a condition of employment I must and pass a psychological examination, a physical examination (including state mandated hearing levels), a drug/alcohol test and subsequent random urinalysis tests as prescribed by REDA policy.

APPLICANT SIGNATURE: [ ]

DATE: CHOOSE DATE