

**CITY OF DOTHAN
PERSONNEL DEPARTMENT**

**TELECOMMUNICATOR I
(9-1-1)**

APPLICATIONS ACCEPTED ON A CONTINUOUS BASIS

I. THE EXAM (Allow up to 3 hours to complete the exam process)

a. **PART I**

Part I of the Telecommunicator I exam is computerized and may be administered to a group of five (5) applicants at a time. Applicants must key a minimum of 3595 Keystrokes Per Hour (KPH) to pass the data entry test; and a minimum score of 66 is required on the non-data entry test to pass. You must pass this part of the exam in order to take Part II of the exam. **The exam will take place in the Civic Center.**

b. **PART II**

Applicants successfully passing Part I of the exam will continue with Part II which is a written exam.

c. **EXAM CONTENT:** No prior training or experience in the position of Telecommunicator I is assumed of candidates taking this test.

Part I: The exam (which is completely computerized) simulates the emergency dispatching environment, and was designed to assess the applicant's ability in multi-tasking, deductive reasoning, reaction time, filtering out non-essential information, choosing the most direct routes to assigned designations, memory recall for written and audible information, speed and accuracy in data entry. Applicants will be required to listen to on-screen and audible instructions via headsets. In some situations applicants are required to provide oral answers by speaking into a miniature microphone attached to the headset. **(NOTE: All examinees are in one room together and will be able to hear each other speaking.)**

Part II: The written exam is a position compatibility assessment battery. In order to complete the standard version assessment battery, the applicant must be able to read written information in a standard format and respond to questions by using writing instruments (i.e., pencil or pen). The assessment battery is comprised of three paper and pencil components. The format of the assessment battery is as follows:

Component 1: Paper and pencil questionnaire requiring applicants to respond manually to 88 true/false questions. Twenty-five minutes is allowed for completion of this component.

Component 2: Paper and pencil test requiring applicants to respond manually to 50 various types of problem-solving questions. There is a 12-minute limit for this component.

Component 3: Paper and pencil test requiring applicants to respond manually to simple verbal and color stimuli. There is a 12-minute limit for this component.

II. PLACEMENT ON THE REGISTER (Eligible List)

The recruitment process for Telecommunicator I is on a continuous basis. The examination process will be repeated periodically. As the processes are completed, new candidates will be merged with the current eligible list. Although your score will remain the same through this process, your placement on the eligible list may change.

III. RETESTING

You may retest once every six (6) months and will stand on the last score received. Your total score will remain valid for a twelve (12) month period after which time, if you do not reapply, your name will expire from the Telecommunicator I Employment Register.

IV. EXAMINATION CUT-OFF SCORES

Applicants must key a minimum of 3595 Keystrokes Per Hour (KPH) to pass the data entry test; and a minimum score of 66 is required on the non-data entry tests to pass.

(NOTE: If you see that you will not be able to keep your test appointment, please call us at 334/615-3180 so that we may schedule someone else, and if possible reschedule your appointment.

Please advise us at the time of application if you will need assistance and/or accommodation to take this examination.

If you have any questions feel free to call the Personnel Department at 615-3180.

Dear Applicant:

One of the important abilities needed by a public safety communications employee is the ability to make decisions based upon structured rules. To test your ability to make decisions during the computerized test, you will be asked to quickly and accurately indicate which type of agency (i.e., Police, Fire, Emergency Medical Service, or Public Utility Company) should be dispatched to the scene of an incident according to the rules listed on the attached page.

You should read and learn these rules before taking the test. Experience has shown that the better an applicant knows these rules, the better they will do during the decision making portions of the test.

It should be noted that these rules were developed specifically for the CritiCall™ test and do not reflect the official policy of this or any other public safety agency. You should **not** rely on your prior knowledge about either this agency or any other agency when making your decisions. ***Use ONLY the attached decision rules to make your decisions during the test.***

Examples

Based upon the attached rules, if you were given the scenario of,

- “Man throwing rocks in an attempt to hurt children walking nearby,” you should select POLICE as the correct response since the man was attempting to physically harm another person.
- “Electrical power lines knocked down during a severe hail storm,” you should select UTILITY as the correct response because there is a problem with broken or malfunctioning electrical power lines.
- “Child cuts hand on sharp knife,” you should select EMS as the correct response because this is an emergency medical condition requiring intervention by medically trained personnel.
- “Smoke seen coming out of day-care school’s windows,” you should select FIRE as the correct response because there are the immediate signs of a fire in progress, such as flames or smoke.

**Rules to be used for responding to scenarios during the
CritiCall™ Personnel Selection Software Test**

Police

Police Department should be dispatched when someone is attempting or threatening to physically harm another person, or has actually physically harmed another person, or when a person causes or is in the process of causing harm to another person's property.

Fire

Fire Department should be dispatched when there are the immediate signs of a fire in progress (such as flames or smoke), when a fire alarm is sounded, or when a person who is trapped or confined needs to be rescued or released.

EMS

Emergency Medical Service should be dispatched when there is an emergency medical condition requiring intervention by medically trained personnel.

Utility

Public Utility should be dispatched when there is a problem associated with malfunctioning or broken public water systems, electric power systems (including, but not limited to, electrical power lines, streetlights, and traffic signals), natural gas systems used for home heating, or blocked sewer drainpipes.