APPLICANT INFORMATION
Emergency Communication 9-1-1 Telecommunications

This information is provided for applicant understanding the importance of following the Application and Pre-Employment process for the position prior to the start date. This extends to understanding the expectations of the role for training, shifts during training and shift assignments after training, weekend, holiday, and overtime scheduling.

- I understand that this position supports the largest Public Safety Answering Point / Emergency Communication Center (ECC) in the State of Wisconsin, that requires continuous minimum staffing to maintain operations 24/7 365-days a week.
- I understand that shift Assignments are based on operational need and personnel capability once I complete training. Therefore, shift assignments can be changed at any time based on operational needs and minimum staffing requirements.
    - I understand current shift structures include 07:30 -15:30; 15:30 – 23:30; 23:30 – 07:30 or some variation of 8-hour shifts.
    - I understand the position requires rotating days off schedule, with weekends and holidays required. Overtime is assigned as needed to cover minimum staffing.
- I understand Trainees may be assigned different shifts weekly during training to include all shift schedules. Current shift structures include 07:30 -15:30; 15:30 – 23:30; 23:30 – 07:30 or some variation of 8-hour shifts.
- I understand pre-hire testing is required and the test simulation focuses on skills needed to succeed in these positions as follows:

    - Decision-Making - knowledge and ability to send the right emergency service to any given incident.
    - Data Entry - ability to enter accurate data under time pressure and while responding to emergency messages.
    - Map Reading practice - ability to read maps, calculate routes and follow directions.
    - Call Summarization practice - ability to pay attention to audio recordings, summarize them and answer relevant questions correctly.
    - Cross-Referencing, Spelling, Character Checking, Mathematics, Memory Recall, Prioritization, Reading Comprehension, Sentence Clarity and Typing

- I understand that Emergency Communication 9-1-1 Telecommunicator Trainee (ECTT) will attend Emergency Communications 4 to 5-week in-house training program and up to 200 hours of Emergency Communication Center (ECC) on-the-job training with live 9-1-1 and non-emergency call environment (training time could be reduced and extended based on the skill level of the employee but should not be less than 200 hours unless previous 9-1-1 experience).
- I understand the ECTT is expected to meet all outlined competencies and other requirements defined in the training program, including but not limited to obtaining emergency medical dispatch (EMD) certifications and pass all required exams with a score of 80% or higher.
- I understand once training is complete, the 9-1-1 ECT, my role, will be responsible for answering incoming emergency 9-1-1 calls and non-emergency calls for service, providing police, fire and or medical dispatch pre and post arrival instructions when necessary. Additionally, I understand I will enter information obtained through caller interrogation into computer aided dispatch (CAD) for proper field unit response.
- I understand it is *IMPORTANT* to regularly check my email used for the application and this includes spam/junk email. Additionally, I understand that I may add the application email to my address book after contact so the email does not designate to spam/junk email. Or, I may utilize a process that is relevant for me to not miss communications.
- I have read the Job Announcement Bulletin (JAB) and any Frequently Asked Questions (FAQ) and understand the information contained in the documents.