



FIRE • LAW ENFORCEMENT • EMS

520 COURT ST. PO BOX 1911 MUSKOGEE, OK 74402-0911

Office Phone: (918)682-6911

Thank you for considering us as a potential employer, we do appreciate your interest in a career as an emergency dispatcher.

Because of the sensitive nature of this position you will be required to pass both a criminal history background check and pre-employment drug screening. The application process may require you to take a written assessment, in person interview(s) and require you to sit in on a partial shift in the 9-1-1 Center to give you an idea of the work involved. Not all applicants will be selected for an interview or to move forward in the process.

Read and pay close attention to the included job description as it sets forth essential and marginal functions and essential skills as well as other requirements needed to perform for this position. If you have any questions or concerns related to these please direct those to the 9-1-1 Coordinator or the person calling you to set up an interview.

This position does require a minimum of 12 to 16 weeks of full time intensive training.

By Federal and State Laws we cannot employ anyone who has been arrested or convicted of a Felony or serious misdemeanor crime.

Due to the quantity of applications we receive only those applicants who appear to be best qualified and suited for the position will be contacted for further consideration.

A handwritten signature in black ink, appearing to read "Tim Davidson".

Tim Davidson  
Director

**MUSKOGEE CITY - COUNTY E911 TRUST AUTHORITY**  
**APPLICATION FOR EMPLOYMENT**

Position applied for:	
Name:	
(Last, First, Middle)	
Maiden name:	
Home address, city, state:	
Home phone:	
Cell Phone:	
Social Security number:	
Driver's License State & number:	
Email address:	
Any other social security or driver's license numbers you have used:	

Are you legally eligible to work in the United States?	
Are you related to any Muskogee 9-1-1 employee or Muskogee 9-1-1 Trust Authority Board member? If yes, whom?	
Have you applied for a dispatcher position with Muskogee 9-1-1 before? If yes, when?	

<b>Answering "yes" to any of the following questions does not constitute an automatic bar of employment. Factors such as date of offense, seriousness and nature of the violation, rehabilitation and position applied for will be taken into account.</b>		
Have you ever had a driver's license suspended or revoked?	YES	NO
Number of traffic citations you have received in the last seven years		
Have you ever been charged with Driving while Intoxicated or Driving while Impaired?	YES	NO
Since age 18 have you even been arrested?	YES	NO
Have you even plead "guilty" or "nolo contendere" (no contest) to a crime?	YES	NO
Have you ever received a suspended sentence or probation?	YES	NO

If you answered "yes" to any of the above, please provide remarks on a separate piece of paper and attach it to the application

After reviewing the included job description, are you able to do the essential functions of a public safety dispatcher with or without reasonable accommodation?	YES	NO
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This agency has assigned shifts and operates 24 hours daily, 7 days a week. You will be assigned a shift with regular days off, but may be required to work other shifts and days. Are you available to work any day of the week including evenings, overnights, weekends and holidays?	YES	NO
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<b>Please list your residences for the last 5 years:</b>			
Address	City	From Date	To Date

<b>Please list your education with High Schools, business or technical schools, and Colleges and Universities:</b>			
School	Dates	Field	Degree ?

Please list all employment (including part-time) for the past 5 years. Begin with current employer:		
Employer and Address	From	To
Position Held	Reason for leaving	

Employer and Address	From	To
Position Held	Reason for leaving	

Employer and Address	From	To
Position Held	Reason for leaving	

Employer and Address	From	To
Position Held	Reason for leaving	

**In your own words, please explain why you are the best applicant for this position:**

**Return completed application, Statement of Truthfulness and Permission to Investigate, and Authorization to Release Information to:**

Muskogee City County E911  
P.O. Box 1911  
Muskogee, Oklahoma 74402

or by email: [contact@mcc911.org](mailto:contact@mcc911.org)

**You do not need to return the cover letter or job description**

*The Muskogee City-County E911 Trust Authority does not discriminate on the basis of race, color, creed, genetic information, ethnicity, religion, age, sex, marital status, political affiliation, national origin, ancestry or disability.*

## **Statement of Truthfulness and Permission to Investigate**

I certify that I am the person named above and that facts given in this application are true and complete to the best of my knowledge. In signing this statement, I do so with the understanding that the truthfulness of all statements herein will be investigated and if found incorrect, incomplete, or misleading, it may render me ineligible for employment as a Public Safety Dispatcher.

I hereby grant permission to Muskogee City County E9-1-1 Trust Authority to investigate any information included in the application and I agree to submit to a pre-employment drug screen and a post offer medical examination. I understand that this application is not a contract of employment. I hereby release the Muskogee City County E9-1-1 Trust Authority and its agents from all liability in making any investigation and inquiry relative to information contained in the application form.

I understand that if employed false or misleading statements given in this application or interview(s) may result in discharge. I understand that I am required to abide by all rules and regulations of the Muskogee City County E9-1-1 Trust Authority.

I hereby authorize any City, County, State or Federal Agency or former employer or any individual listed in this application form to furnish to the Muskogee City County Enhanced 9-1-1 Trust Authority, it's 9-1-1 Coordinator and staff any information concerning me necessary to process this questionnaire. A Photostat and/or copy of this authorization shall be considered as valid as the original.

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Signature

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Printed Name

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Date

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Phone number



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### **Authorization to Release Information**

To Whom it May Concern:

I hereby authorize Coordinator or other authorized representative of the Muskogee City County Enhanced 9-1-1 Trust Authority staff member bearing this release, or a Photostat copy thereof, within one year of its date, to obtain information from your files pertaining to my employment, credit, or educational records, including but not limited to academics, achievements, attendance, athletics, personal (non-medical) history, and disciplinary records. I hereby direct you to release such information upon request of the bearer.

This release is executed with full knowledge and understanding that the information is for the official use of Muskogee City County Enhanced 9-1-1 Trust Authority. Consent is granted for to furnish such information as is described above, in the course of fulfilling this background investigation for employment with the Muskogee City County Enhanced 9-1-1 Trust Authority.

I hereby release you as the custodian of such records and any school, college, university, or other educational institution, credit bureau, lending institutions, consumer reporting agency, government entity or retail business establishment including its officers, employees or related personnel both individually and collectively, from any and all liability for damages of whatever kind which may at any time result to me, my heirs, family or associates because of compliance with this authorization and request to release information , or any attempt to comply with it.

I hereby acknowledge that information obtained in the background investigation is confidential and will not be released to the applicant. I acknowledge that this is important in order to obtain objective and unbiased information. I also will not attempt to obtain from the Muskogee City County Enhanced 9-1-1 Trust Authority a copy of any background information.

A copy of this authority to release will be as valid as the original. Should there be any questions as to the validity of release, you may contact me as indicated below.

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Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

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Date \_\_\_\_\_ Phone number \_\_\_\_\_

**JOB DESCRIPTION**  
**MUSKOGEE CITY COUNTY ENHANCED 9-1-1 TRUST AUTHORITY**  
**PUBLIC SAFETY DISPATCHER**

**FLSA Status: Non-Exempt**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.*

*Specifications are not intended to reflect all duties performed within the job.*

**DEFINITION OF DUTIES**

To receive incoming calls for police, fire, medical emergency and none emergency assistance; to provide emergency communication services; to gather, receive record and disseminate information from police, fire, ambulance and public safety officers and the general public to appropriate parties and agencies; and to perform a variety of technical dispatching tasks in support of the communications program. May be assigned other tasks.

**SUPERVISION RECEIVED AND EXERCISED**

Reports to and receives general supervision from assigned supervisory personnel. Generally performs no supervisory tasks.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

Essential and other important responsibilities and duties may include, but are not limited to, the following:

***Essential Functions:***

Receive emergency service calls from the public requesting law enforcement, ambulance, fire or other emergency service; determine nature, location and priority of emergency; dispatch emergency units as necessary; answer regular phone lines transferring, referring or receiving information.

Monitor radio console with multiple channels and monitor 911 emergency lines; enter and cancel entries in the assigned system; monitor nonemergency lines and transfer calls to appropriate locations; operate various communication equipment in the performance of communication activities.

Answer non-emergency calls for assistance; take reports over the telephone; answer and dispatch maintenance service emergencies during evenings, weekends and holidays; contact appropriate personnel for response.

Monitor radio traffic from multiple radio channels; process all requests of police, fire, ambulance personnel on radio as needed; record and document by computer entry all calls dispatched; provide timely and accurate directions to public safety units responding to emergency calls; maintain daily log of all field calls and units dispatched.

Operate the in-house computer system for call entries and inquiries; use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies; monitor and operate TDD as needed.

Enter, update and retrieve information from NCIC and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles and other information. Perform data entry of various records in to the computer system; validate all files entered in to the computer, enter impounds into the computer, release impounds. Inquire on requests for information including license plates, addresses, autos, and VIN'S; enter criminal history and driving records requests, complete log and distribute to requesting party.

Provide assistance to assigned supervisory personnel; prepare and present staff reports and other correspondence as appropriate and necessary Coordinate communication activities with those of other divisions and outside agencies and organizations.

Must report for work on a regular and timely basis.

Must be honest and ethical. In the course of their employment, employees will not lie, mislead, steal, cheat or defraud the Authority or anyone else. Employees have a duty of loyalty to the Authority and must avoid situations that create an actual or perceived conflict between their personal interests and those of the Authority.

All employees are expected at all times to exercise good judgment and common sense and conduct themselves in an appropriate professional manner.

***Marginal Functions:***

Respond to public inquiries in a courteous manner in person and on the telephone; provide information within the area of assignment; resolve complaints in an efficient and timely manner. Perform related duties and responsibilities as required, performs other tasks as needed or assigned.

***QUALIFICATIONS***

Must be at least 18 years of age, no felony arrests or convictions.

Graduation from high school, or possession of a GED certificate.

Must be able to pass a criminal background check.

Must submit to and pass a pre-employment drug screening test.

Previous experience with general office, customer service, or public safety or military communications experience preferred.

***Knowledge Abilities and Skills:***

Ability to quickly and accurately obtain information and speak clearly over the telephone and radio.

Ability to work under stressful conditions.

Ability to focus on tasks in a noise, distracting environment.

Ability to work in close contact with people in a secured environment.

Ability to learn geography and landmarks of Muskogee County and cities within.

Courteously and tactfully communicate with fellow workers, supervisors and public.

Follows policy and procedures in receiving and processing emergency calls using computer-aided dispatch and 911 systems.

Read, write and clearly speak English including spelling, grammar and punctuation. Use of modern office procedures, methods and computer equipment.

Effectively communicate with and elicit information from upset and irate citizens. Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Operate a computer terminal, teletype and other office equipment. Perform routine clerical activities.

Type at a speed necessary for successful job performance. Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain mental capacity which permits making sound decisions and using good judgment, prioritizing emergency and non-emergency situations, answering questions demonstrating intellectual capabilities

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- working under extreme stress and pressure
- operating assigned equipment.

*Experience and Training Guidelines:*

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

*Experience:*

Two years of public safety dispatch experience, customer service, general office, or military communications experience is preferred.

*Training:*

High school diploma or certificate equivalent to the completion of the twelfth grade (GED) plus additional technical training or prior work experience related to public safety dispatching and use of related equipment.

*License or Certificate:*

Possession of or ability to obtain Emergency Telecommunicator, Emergency Police Dispatch, Emergency Fire Dispatch, Emergency Medical Dispatch, CPR, Medical First Responder, OLETS and a valid driver's license may be required.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 10 pounds, with occasional lifting up to 60 pounds; frequent carrying up to 50 pounds, with occasional carrying up to 60 pounds; frequent pushing up to 5 pounds; frequent pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

Will be required to obtain and maintain an operator's certification license for the Oklahoma Law Enforcement Telecommunications System once employed. This requires submission to an initial and subsequent bi-yearly fingerprint based background and criminal history check. The inability to obtain and/or maintain this certification will be grounds for termination of employment.

May not have any arrests or convictions for a crime that would be considered a felony in the State of Oklahoma, or in the State of the Offense.

Arrests or convictions for misdemeanor crimes may prohibit employment depending upon type of crime, time lapse, and overall number of arrests or convictions.

Arrests or convictions after employment begins may be grounds for termination of employment.

## WORKING CONDITIONS

Working environment is primarily indoors; and requires use of telephone and other office equipment, mandatory overtime may be required, callback possible, and occasional schedule irregularities. May be asked to assume higher classification responsibilities on a limited basis due to staffing and other considerations.

### *Physical Conditions:*

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time. General manual dexterity, vision sufficient to read computer screens and printouts

Hearing sufficient to hear telephone and radio traffic

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.