

# Harrisonburg-Rockingham Emergency Communications Center

## Candidate Information Packet



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The Harrisonburg-Rockingham ECC is located at 101-5<sup>th</sup> Floor,  
North Main Street Harrisonburg, VA 22802

# Harrisonburg-Rockingham ECC



## Mission Statement

The Mission of the Harrisonburg - Rockingham Emergency Communications Center shall be to efficiently and professionally receive emergency calls and dispatch emergency services to protect the citizens of Harrisonburg and Rockingham County, VA.

## Values Statement

Public safety communications is a successful combination of teamwork, technology, and excellence. We recognize that service is our one and only product and we share a common, ongoing goal to provide it at the most superior level possible. Our strength and success are tied directly to the individual and the unique contributions of each of us working in the spirit of cooperation and teamwork.

## Objectives

- Efficiently dispatch emergency calls within one minute of reception;
  - Provide high quality communications through state of the art technology;
- Constantly seek out ways to improve the quality of service provided to the community;
- Facilitate the development of highly trained, proficient, dedicated and self-motivated personnel.



## Information Summary

The purpose of this packet is to provide the applicant a better understanding of the HRECC hiring process, the qualifications needed to become an Emergency Communicator and common factors that eliminate candidates. In addition, included in this packet are salary and benefits information and a listing of the established positions of the HRECC.

The Harrisonburg-Rockingham Emergency Communications Center will conduct recruitment processes several times throughout a year depending on the need for new employees. Candidates must complete an online application at [www.harrisonburgva.gov/jobs](http://www.harrisonburgva.gov/jobs). Once the application is complete the applicant will receive a personal history statement that must be completed and returned to the City of Harrisonburg Human Resource Office, located at 409 South Main Street in Harrisonburg, prior to moving forward in the hiring process. A hiring process will start within 2 months of the original recruitment start date.

The City of Harrisonburg, Virginia and the HRECC are equal opportunity employers. If an applicant requires reasonable accommodation (per the Americans with Disabilities Act) in order to participate in any phase noted herein, the applicant must advise Human Resources in writing along with supporting medical documentation. Each request will be reviewed on a case by case basis. The submission of a request does not necessarily mean that the request will be granted.



## Qualifications

**AGE:** Candidates must be at least (18) years of age by the date of hire. Your birth certificate and other legal documents will be required as you progress through the hiring process.

**EDUCATION/EXPERIENCE:** Minimum requirements for an ECC Communicator is a high school diploma or G.E.D. Proof of education and other legal documents will be required as you progress through the hiring process.

**CITIZENSHIP:** Candidates must be a United States Citizen or have a pending application for citizenship. Proof of such must be presented prior to appointment to an ECC position. Acceptable proof of United States Citizenship shall include birth certificate from within the United States, naturalization papers, a United States passport, or a Certificate of Live Birth Abroad of a United States Citizen. Proof of citizenship and other legal documents will be required as you progress through the hiring process.

**DRIVING RECORD:** Candidates must have a valid motor vehicle operator's license, or the ability to obtain a valid Virginia motor vehicle operator's license by the date of hire, and a credible driving record.

**ABILITY TO PERFORM THE ESSENTIAL JOB FUNCTIONS:** Applicants must be able to work 12-hour shifts. Candidates must be capable of performing the essential job functions of an entry level ECC employee with or without reasonable accommodation. All phases of the hiring process are designed to measure a candidate's ability to perform the essential functions of the job. Please refer to the section titled Essential Functions for a full listing.

**DUTIES AND WORK RESPONSIBILITIES:** ECC Communicators are responsible for performing technical work receiving, classifying, processing, dispatching and managing emergency service calls; receiving, recording and forwarding non-emergency service calls; preparing and maintaining computerized and other records and files; does related work as required. Work is performed under the moderate supervision of an Emergency Communications Supervisor.

**CRIMINAL HISTORY:** Candidates must be of good moral character and free of any felony convictions, serious misdemeanor convictions or any convictions that involve moral turpitude or that would harm public confidence of the ECC. Please refer to disqualifying criteria for a list of common violations that eliminate candidates.



## Applicant Process

A competitive, multi-faceted process is utilized to select ECC candidates. At each step, the candidate will be ranked as pass or fail and will ultimately be ranked as best qualified, qualified or not qualified.

The HRECC uses a hiring process which is related to the job of a Communicator and tests what is needed to be able to effectively perform the position. No previous knowledge of emergency communications is required to successfully complete the hiring process.

### **Application Process**

Upon receipt of the application the City of Harrisonburg Human Resource staff shall contact the applicant and will forward to them the ECC Personal History Statement along with instructions and a deadline for completing. The candidate will be given a deadline to return this statement to HR. The Human Resource office shall then forward all information to the ECC Operations Manager. If the candidate does not complete the personal history statement by the due date then they will be considered disqualified from the process.

### **Pre-Screening**

Upon receipt of the Personal History Statement, the Operations Manager shall make an initial review. Personnel who show any felony convictions, serious misdemeanor convictions, any conviction within 3 years other than traffic related offenses, any illegal drug use, failure to disclose information, any criteria for employment that is not met, or any attempts at deception shall be removed from the process and will not be considered for hiring. Candidates who successfully complete this initial review shall then undergo an initial background screening.

This screening shall consist of:

- Division of Motor Vehicles Check to validate that the applicant possess a valid license to drive.
- Division of Motor Vehicles Driving Record check to ensure that the candidate possesses a driving record that meets the standards as set forth by the City of Harrisonburg.
- CAD Master Name check
- ICHRIS check for local wants or warrants and civil papers
- VCIN/NCIC Criminal History check
- VCIN/NCIC/Local Wanted Check

- Civil Check

### **Pre-Screening Test**

Applicants who successfully complete this screening shall be sent a notification inviting them to set for a screening test. This screening test is administered by the management team of the ECC and is designed to test the abilities that applicants have that may make them successful in this field. This test consists of decision making, data entry, data entry with audio, keyboarding, call summarization, memory recall, map reading and reading comprehension. It also tests a candidate's ability to follow directions. This test is considered pass/fail and any applicant passing 7 of the 8 testing modules shall be considered to advance in the hiring process. Once the test scores are tallied, both passing and failing applicants shall be sent notification to advise them if they will be continuing in the hiring process.

### **Panel Interview**

Candidates who successfully complete these pre-screening areas will set for a panel interview and this panel will include members of the ECC Administration and Management teams. Applicants will be given a set of predetermined questions to which a 10 point value is attached to each with 10 being the best possible answer and 1 being the worst. This scoring is designed to be uniform but is subjective based upon the candidate's responses to uniform questions. Each panel member will score the applicant and a final interview score will be derived from this process. The most suited candidate or candidates shall be selected from this part of the process and will move forward in the hiring.

### **Credit Check**

Applicants must submit for a credit check to determine their status. Questions arising from this check will be posed to the applicant and an explanation of high credit, collections, bankruptcy, garnishments or more must be given by the candidate. The City of Harrisonburg Human Resource Department shall provide the credit check. Candidates who demonstrate a reckless disregard for keeping up with debt may be disqualified from the hiring process at the discretion of the ECC Director.

### **Background Screening**

The most qualified candidates shall be subject to a complete background check which investigates character, conduct, driving record, drug and alcohol history, habits, environment, previous and current employments, criminal history, references, co-workers, neighbors, landlords, other associates which may not be listed on the application and the validation of information contained on the original application. Background checks shall be conducted by the Operations Manager. The City of Harrisonburg Human Resources staff may conduct background checks upon request. Background checks will include a fingerprint exam to verify criminal history record. This is a requirement of the Virginia Crime Information Network certification.

### **Conditional Offer of Employment**

Successful candidates of this part of the process shall be ranked and may participate in a final interview with the Director and Operations Manager. The most qualified candidate(s) shall then be offered a conditional offer of employment. This offer is contingent upon the successful completion of each of the final steps of the process.

### **Medical, Drug and Psychological Exams**

The final steps of the process include a drug screening, general medical physical and psychological testing. These tests are administered by industry professionals and all associated costs are paid by the ECC. These tests are used to confirm the final decision of hiring the candidate. The Operations Manager and Human Resources staff shall direct candidates of when and where to complete this testing.

All candidates shall receive written notification regarding their status. The most suited candidate shall be appointed to open positions and others may be placed on to a hiring list at the discretion of the Director. Hiring lists stay active for a period of one year.

Candidates disqualified for a reason as noted in the disqualifying criteria are not eligible for re-application. Candidates who are disqualified for any other reason may re-apply at any time.

*\*Candidates must pass each step in order to move to the next step of the process. Failure to pass any step automatically disqualifies the applicant from further consideration in the current hiring process.*



## Salary and Benefits

Full-time employees are eligible for a comprehensive benefits package that includes:

- Health and vision insurance;
- Dental insurance;
- Paid leave;
- Paid holidays;
- Short term disability insurance;
- Life insurance;
- Flexible spending accounts-medical and dependent care;
- Virginia Retirement System;
- Deferred compensation plan;
- Public service loan forgiveness program;
- Employee assistance program.

## Other City Employee Benefits

- Tuition assistance;
- Discounted gym membership;
- Discount movie tickets;
- Discounted golf/greens fee.



## 2018 Salary

Ranking	Salary
Basic Communicator	\$15.11 per hour
Senior Communicator	\$16.97 per hour

Candidates with previous emergency communications experience may be considered for a competitive salary based upon experience.

Candidates may qualify for higher compensation when the following have been met:

- Have been previously employed in a multi-jurisdictional public safety emergency communications center;
- Have completed the Department of Criminal Justice Services (DCJS) Basic Communicator certification or the Association of Public Safety Communications Officer's (APCO) Basic Communicator certification;
  - If the candidate is APCO certified they may still be required to attend the DCJS training.
- Have been in good standing, with acceptable evaluations from the communications center where they were previously employed;
- Have successfully completed all parts of the HRECC hiring process.

Candidates who possess this type of previous experience will receive a competitive salary based upon experience. Salary rates are as follows:

- **1-3 Years Basic Communicator salary plus 5% (\$15.87)**
- **3.1-5 Years Basic Communicator salary plus 8.5% (\$16.39)**
- **5.1-10 Yrs Senior Communicator salary plus 5% (\$17.82)**
- **10.1-15 Yrs Senior Communicator salary plus 10% (\$18.67)**
- **Compensation for greater than 15 years of experience will be determined by the ECC Director.**



## **Disqualifying Criteria**

*This document shall serve as a guide by which applicants are screened and denied employment with the Harrisonburg-Rockingham Emergency Communications Center. This should be considered as a guide and is not necessarily an all inclusive list. The HRECC Director, or his designee, reserves the right to evaluate any denial circumstance.*

The following listed activities may result in disqualification from further consideration for employment with the HRECC. This list is not intended to be all encompassing, but to serve as a general guide for determining applicant eligibility.

### General Eligibility

- Applicants must meet minimum standards as described under Qualifications.
- Applicants who exhibit uncooperative behavior towards any department personnel will be disqualified.
- False, misleading or incomplete responses relating to information sought during any phase of the process may disqualify an applicant.
- Manifestations of any prejudice or aggressive tendencies toward a group or class of people is an automatic disqualifier.

### Credit History

- Information regarding financial irresponsibility including bankruptcy (pending or discharged), collections, garnishments and assets seized or frozen by legal authority may be considered when determining applicant suitability.

### Use of Illegal drugs/narcotics

- No use of any narcotic or other drug or substance, in violation of law in 12 months prior to the date of application;
- No use of schedule 1 drug during lifetime of the applicant;

- One time use of a schedule 2 drug during the lifetime of the applicant, if more than 5 years from the date of application;
- Any unlawful use of marijuana will be reviewed on an individual basis;
- ANY involvement in the distribution of controlled substances;
- ANY use of anabolic steroids past the date of their addition to the list of scheduled controlled substances (5/17/1990);
- Unlawful use of any other controlled or unscheduled drug or substance will be evaluated on an individual basis. Factors include, but are not limited to, frequency, recentness, duration of use, and harm to the public confidence of the ECC.

#### Traffic Offenses

- Conviction of driving while intoxicated/impaired or any DWI related offense within two years prior to the date of application;
- More than 1 DWI conviction;
- Two or more convictions of reckless driving;
- Applicants must possess either a valid operator's license from their current state of residence and the ability to obtain a Virginia operator's license, OR if no current license, the ability to obtain a Virginia operator's license.

#### Criminal Activity

- Conviction of ANY felony;
- Conviction of any misdemeanor of a crime of moral turpitude or which reflects or indicates a pattern of disrespect for the law;
- Commission of serious undetected crimes;
- Conviction of domestic assault and battery;
- Any arrest or pattern of arrests or incidents where the applicant was the subject in investigation by law enforcement that would harm public confidence in the ECC;
- Crimes against property when committed as a juvenile will be evaluated by the ECC Director.

#### Physical and Psychological Conditions

- Applicants must meet established medical, physical and psychological requirements;
- Applicants must have the present ability to perform essential functions of the position sought.

#### Eligibility

- Applicant must be 18 years of age at the time of application.
- Applicant must be a United States citizen or have an application for citizenship pending with immigration.
- Applicant must have a High School Diploma or equivalent.

- Applicant must not have vision worse than 20/200 after wearing contact lenses for more than six months, or uncorrected vision worse than 20/100, blind or legally blind.
- Applicant must not have a hearing disability that would prohibit the candidate from being able to hear and distinguish voices via phone and radio.
- Applicant must not be a suspended user of VCIN/NCIC systems.
- Applicant must not be a suspended EMS provider.

The ECC reserves the right to deny any candidate and to evaluate each situation on an individual basis and at the discretion of the ECC Director and Office of Human Resources.



## Personnel Development

Explore your options at the Harrisonburg-Rockingham Emergency Communications Center and experience professional growth that other communication centers can't provide. The Harrisonburg-Rockingham Emergency Communications Center offers a wide variety of positions and specialty teams that provide the employee with an array of areas in which to expand their knowledge and explore other opportunities related to emergency communications. This provides employees with the ability to experience multiple disciplines throughout their career, encourages employee retention, produces professional development and increases the level of our service to the public and public safety responders that we serve.

At the HRECC, Communicators are encouraged to attend the best training opportunities available. The ECC will assist you with reaching your professional goals of obtaining professional growth as a Senior Communicator, Master Communicator, Assistant Shift Supervisor, Shift Supervisor, Trainer, Telecommunications Emergency Response Team member, Virginia Communications Cache Team member, specialty certifications and more.

The HRECC career ladder is listed below:

- Basic Communicator
- Senior Communicator
- Master Communicator
- Assistant Shift Supervisor
- Shift Supervisor
- Technician
- Telecommunications Specialist
- Training Coordinator
- Technology Coordinator
- Special Programs Manager
- Operations Manager
- Director

Specialty positions include:

- Telecommunications Emergency Response Team

- Virginia Communications Cache
- ECC Trainer
- Spanish Bilingual
- Night Shift Differential



## Essential Duties and Responsibilities

### General Definition of Work

- Performs technical work receiving, classifying, processing, dispatching and managing emergency service calls
- Receiving, recording and forwarding non-emergency service calls;
- Preparing and maintaining computerized and other records and files;
- Does related work as required;
- Work is performed under the moderate supervision of an Emergency Communications Supervisor.

### Physical Requirements

- This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects;
- Work requires sitting for long periods, reaching, fingering, grasping, and repetitive motions
- Vocal communication is required for conveying detailed or important instructions to others accurately, loudly, or quickly;
- Hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound;
- Visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities;
- The worker is not subject to adverse environmental conditions.

### KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the geography of the City and County and location of important buildings;
- General knowledge of the methods of operating the communications system;
- General knowledge of radio and teletype procedures;
- Ability to type or enter data at a reasonable rate of speed;
- Ability to speak distinctly;

- Ability to solve problems within scope of responsibility;
- Ability to deal courteously with the public under stressful conditions;
- Ability to work under stress at times and keep a calm demeanor;
- Ability to manage multiple calls and situations at one time;
- Ability to work as a team to accomplish tasks between communicators;
- Ability to establish and maintain effective working relationships with associates and the general public.

## **EDUCATION AND EXPERIENCE**

- High school diploma or GED
- Minimal experience in general clerical work including basic computer knowledge, or equivalent combination of education and experience.

## **SPECIAL REQUIREMENTS:**

- Possession of or ability to acquire within twelve months of employment, VCIN Operator, DCJS Basic Communicator Course, CPR and Emergency Medical Dispatcher certifications.
- Requires the possession of an appropriate driver's license valid in the Commonwealth of Virginia.
- Successful applicants for this position will be subject to a DMV Motor Vehicle check and must complete a satisfactory credit history, drug screening, medical and psychological review and criminal background check.

