



The City of Marshalltown is an equal opportunity employer

## Position Announcement

24 N Center Street, Marshalltown, IA 50158

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[www.ci.marshalltown.ia.us](http://www.ci.marshalltown.ia.us)

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<b>Position:</b>	<b>Communications Operator (911 Emergency Dispatcher)</b>
<b>Department:</b>	<b>Police Department</b>
<b>FLSA Classification:</b>	Full Time Non-exempt (hourly)
<b>Civil Service Classification:</b>	Covered by Civil Service
<b>Union Classification:</b>	Covered by Police Contract, local No. 238, Teamsters
<b>Pay Grade/Salary:</b>	Hourly wage after training period: \$19.73. Starting hourly wage: \$16.82.

Communication Operators typically work the same shift for one year and rotate annually based upon seniority. During the training period, employees will work on multiple shifts and training may occur on an 8 hour shift rotation rather than 12 hour shift rotation. The current shifts are: 7:00am – 7:00pm, 7:00pm-7:00am.

**Application Process:** All applicants must submit the following:

1. **City of Marshalltown Employment Application.** Applications can be found at [www.ci.marshalltown.ia.us](http://www.ci.marshalltown.ia.us) under employment opportunities.
2. **Completed applications must be received by December 29, 2017 at 5:00pm.**
3. A basic criminal history background investigation will be conducted as applications are received. Applicants who are given further consideration will be notified via email and invited to participate in Communication Operator testing. Testing will be conducted on **January 4, 2018 at 6:00pm**. Testing will last approximately 1 - 1 ½ hours. Please see below for testing details. In order to be considered for this opening, all candidates must attend the testing on this date. If you are not able to test on this date, please do not apply. Additional details for testing, including testing location, will be sent via email to those candidates given further consideration.

Application materials should be sent to the City of Marshalltown Human Resource Department electronically via email [hr@ci.marshalltown.ia.us](mailto:hr@ci.marshalltown.ia.us) or mailed to **City of Marshalltown Attn: Human Resources, 24 N Center Street, Marshalltown, IA 50158. Please do not fax materials.**

**Date posted: November 30, 2017**

**Closing Date: Applications must be received by December 29, 2017 at 5:00pm.**

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### Communication Operator Test – 911 Zone Test

The 911 zone test is an assessment tool that provides an atmosphere similar to a communication center environment. The test is fast paced, involves listening to audio, taking notes and answering questions related to the audio. In some scenarios the data is written directly from the audio onto paper and note taking is not allowed.

During the assessment you will hear information commonly heard during 911 calls and radio traffic, such as letters, numbers and colors commonly found in vehicle plates, vehicle descriptions and addresses. We are interested in how accurately you can gather and relay that information.

The exercises are fast paced; you will not get a second chance so it is imperative to keep up. Work hard and be tenacious in your concentration. Do not focus on just one element. Accuracy is a primary concern and your score is a combination of the correct answers minus the answers you answer incorrectly.

To be successful you must stay calm, focused and organized. Use abbreviations that YOU understand to help speed up note taking. Listen carefully, do not insert information into calls that was not said or is untrue. Do not make assumptions; only write down what you actually heard.

The communications center can be a noisy, stressful environment with a lot of background noise. We have multiple radio audio and phone audio coming in simultaneously. You must be able to multi-task. Get a good night's sleep prior to the test. Make sure you are well rested and your body and mind are fueled for a demanding but reasonably short test.

You may want to prepare yourself at home by listening to the radio, television and working on the computer, and talking on the phone all at the same time. Training your body and mind to listen carefully to details and be able to sort through information coming from multiple places is the best way to practice.

## **Communications Operator Job Description**

### **General Statement of Duties**

Operates the communication system for the Marshall County/Marshalltown Communications Center; does related work as required.

### **Distinguishing Features of the Class**

This is responsible and technical work involving the operating of the Marshall County/Marshalltown 911 Communications system. The work is performed under the direction and supervision of the Public Safety Communications Supervisor and/or the Lead Communications Operator. Some leeway is granted for the exercise of independent judgment. The nature of the work performed involves accurate and timely transmission of messages which frequently include emergency situations affecting human welfare and personal safety, including life and death situations. The work requires that an employee in this class establish and maintain close cooperative working relationships with police personnel, other public safety and related agencies, and the general public.

### **Examples of Essential Work (Illustrative Only)**

- Answers incoming Communications Center phone lines, including Neighborhood Crime Watch, 911, and the administrative line when needed, and obtains necessary information for further action or handles routine and general information;
- Completes reports such as warrant, supplemental reports, and others as required;
- Maintains sign-in, daily blotters, domestic violence, towed vehicle, and other logs as required;
- Operates a radio console, receives and transmits messages, and handles requests for assistance from City, County, and State levels;
- Operates a TDD system for hearing impaired;
- Operates an in-house computer where input of police, fire, and EMS information along with output is necessary;
- Serves as liaison with on-duty police commanders concerning activities in the Communications Center;
- Dispatches for the City Police and Fire Departments, Marshall County Sheriff's Office, Marshall County Rural Fire Departments, Marshall County First Responder Units, and all other Marshall County Law Enforcement agencies;
- Monitors traffic for previously listed agencies along with the Marshalltown EMS, City officials, County Highway, and other County and State officials;
- Operates a telecommunication terminal for Iowa/NCIC following Iowa rules and regulations on inquiries, entries, modifications, cancellations, locates, criminal histories, and administrative messages;
- Handles all Marshall County warrants and protective orders, enters into the TTY system, and maintains accurate records with monthly validations;
- Utilizes and tests weekly the indoor warning system and warning sirens for Marshall County;
- Advises, receives, and broadcasts emergency weather and Civil Defense information;
- Handles public inquiries;
- Obtains all available information requested by members of law enforcement agencies and the general public ensuring information is accurate and up-to-date;
- Assists as needed with training newly assigned Communications Operators ;
- Maintains and cleans all computers and any other equipment used in daily operations;
- Attends meetings, conferences and workshops as requested and authorized;
- Performs related work as required.

### **Required Knowledge, Skills, and Abilities**

- Good knowledge of emergency public safety communications policies, principles, procedures, and related local, state, and federal rules and regulations;
- Good knowledge of the functions and operations of the City's public safety communications Center and its related equipment and capabilities;
- Thorough knowledge of the City's geography and layout, including streets, alleys, and public utilities;
- Good knowledge of the hardware and software applications of the in-house computer system;
- Skill in relating to and communicating with persons during high stress emergency situations;
- Good knowledge of community functions and events, City ordinances, and current affairs that affect the public;
- Ability to communicate well with other employees, supervisors, and the general public;
- Ability to maintain perspective and good judgment in high stress and life-threatening situations;
- Ability to operate a computer using specialized communications equipment and related software;
- Ability to type at least 30 wpm;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and oral instructions and on an inventive basis as necessary;
- Ability to multi-task in this position;
- Good knowledge of records confidentiality and release laws;
- Ability to perform a wide variety of difficult communication and technical tasks with accuracy and speed under the pressure of time-sensitive deadlines and in high stress emergency situations;
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to use a wide variety of office equipment and other technical machines including the eventide recorder, fax machine, alarm board, etc.;
- Ability to exercise ingenuity and inventiveness in the performance of assigned tasks.
- Ability to communicate in English.

### **Acceptable Experience and Training**

- Graduation from high school; and
- Six to twelve months experience in customer-service area, or
- Any equivalent combination of experience and training which provides the knowledge, skills, and abilities necessary to perform the work.

### **Essential Physical Abilities**

- Clarity of speech and hearing which permits the employee to communicate well with Police Supervisors, Communications Operators, emergency public safety personnel, and the general public in high stress emergency situations, both in person, and by telephone;
- Sufficient vision, with or without correction, which permits the employee to accurately read a variety of printed, written, drawn, or electronic materials; vision ability for close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus; Sufficient manual dexterity which permits the employee to operate a computer keyboard and communications equipment in a rapid and efficient manner and to file and retrieve files from floor level to a height of approximately 54 inches;
- Sufficient personal mobility which permits the employee to quickly access and operate emergency communications equipment and files and to move quickly and efficiently from location to location within and without the communications Center in emergency situations;
- Ability to sit for extended periods of time;
- Ability to pass employment physicals including drug testing.

### **Essential Working Conditions**

- The noise level in the work environment is usually moderate;
- Employee has considerable exposure to stressful conditions.

## City of Marshalltown Benefits & Retirement Information

### Insurance

Employees in this class of employment and their eligible dependents are generally eligible for group health coverage on the first day of the month coinciding with or immediately following one month of employment

### Medical/Dental (current through 12/31/18)

- Employee monthly premium for medical/dental is \$77.40 single/\$182.74 family
- \$20 Office visit co-pay when PPO providers are utilized
- \$500 single/\$1,000 family deductible
- \$1250 single/\$2500 out of pocket maximum
- Major medical 90%/10% co-insurance if PPO providers are utilized
- Annual wellness/preventive benefits paid at 100% for eligible routine physicals, vision exams, etc.
- Prescription drug plan coverage along with mail order prescription drug service available for maintenance medications in a 90-day supply for the cost of \$60 per 90-day prescription for brand name and \$30 per 90-day prescription for generic.
- Dental plan covers preventive check up at 100%, along with 80% coverage for basic services (fillings, root canals) and 50% coverage for major services (bridges, crowns). \$1,500 annual benefit maximum per plan member and \$1,500 orthodontia lifetime benefit per plan member.

### Life Insurance

- Employee Life insurance and AD&D of one times the employee's annual salary paid at 100% by the City.
- Supplemental term life insurance may be purchased for the employee up to \$300,000.
- Life coverage may be purchased for spouse up to \$150,000, and for eligible dependent children (\$2,000, \$5,000 or \$10,000).

### Long Term Disability Insurance

- 180 day waiting period (period of time you must be disabled before benefits begin).
- Benefit is 60% of base salary with a maximum of \$3,000/month
- Benefit continuation to age 65
- The City currently pays 100% of the LTD premium for employees

### Flexible Benefit Plan

- Medical and/or Dependent care spending accounts may be established that allow an employee to set aside a portion of earnings to pay for unreimbursed medical care and/or dependent care expenses on a pre-tax basis.

### Employee Assistance Program

- Available at no cost to the employee and family members to provide short-term counseling, referral services, and resources to assist with personal issues.

### Sick Leave

Sick leave is earned from the first pay period worked. A full-time employee earns four hours per each two-week pay period, to a maximum accumulation of 1,040 hours.

### Retirement plan

Employees in this classification of employment are required by state law to contribute to the Iowa Public Employees' Retirement System (IPERS).

### Vacation, Personal Days, Holidays

1 week after 1 year, 2 weeks after 2 years, 3 weeks after 5 years, 4 weeks after 12 years

3 personal days

8 Holidays (New Year's Day, Good Friday, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Christmas Day, Floating Holiday)

### Direct Deposit

Direct Deposit of payroll checks to a checking/savings account is a condition of employment with the City of Marshalltown.

### Continuation of health/dental insurance when no longer employed by the City

City employees who are covered by the City's group medical/dental plan and life insurance on the day prior to a defined "normal" retirement with IPERS or termination of their employment due to a disability are eligible to continue their existing group coverage. The City pays 50% of the premium for employees (including spouse and eligible dependents covered by the plan) who have at least 15 years of continuous service in a position that was eligible for insurance benefits.

### Deferred Compensation and Individual Retirement Accounts (IRAs) (Policy 3.14)

Deferred compensation (Section 457 of the IRS code) is a method to enable public employees to defer federal and state income taxes on a portion of their savings. Taxes are paid on the savings and earnings when withdrawn, usually during retirement, when the employee is presumably in a lower tax bracket.

ICMA (International City/County Management Association) administers the City's deferred compensation plans and both traditional and Roth IRAs. These plans are available for regular employees who are regularly scheduled to work at least 520 hours per year. Employees may elect to contribute to these plans through payroll deductions.