

**CITY OF DOTHAN
PERSONNEL DEPARTMENT**

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

APPLICATIONS ACCEPTED ON A CONTINUOUS BASIS

This position requires you to type 40 net words per minute with a maximum of ten (10) errors. Applicants for this position will be required to submit typing test results to the Personnel Department by the cutoff date of this position in order to continue with the employment process below.

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 simple verbal and color stimuli. There is a 12-minute limit for this component.

Component 3: 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.

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 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.