

# Centre County 9-1-1 Emergency Communications

## Hiring Process

1. **Application submission and review** – Applicants who meet the posted minimum requirements are contacted to begin the process towards being set up to complete the CritiCall examination.
2. **Required Forms** – Applicants will be emailed the required forms that must be signed prior to a test being set up. These forms are a Criminal Background Check Release and an Alternative Work Schedule Waiver. These forms are **required** to continue to the testing phase of the selection process. Once returned a test invite will be released via email.
3. **Testing** – We use CritiCall pre-employment Testing Software which is software designed to test job related skills necessary for today's 9-1-1 dispatching/telecommunications environment. CritiCall provides the ability to test the actual skills, including computer-related skills, keyboarding, and multi-tasking capabilities needed to be an effective 9-1-1 Telecommunicator. The applicant will be provided a test invite, which will include a link to the test. The applicant will have one (1) week to open the link and complete the test, after one week the link will expire. Applicants must successfully pass the CritiCall test to continue to the next step in the selection process. Based upon the passing test results applicant may be re-tested at their initial interview on modules of the CritiCall test. If the applicant fails the CritiCall test additional testing may be considered dependent on the performance and scores on the initial test.
4. **Preliminary Criminal Background Check** – A preliminary Criminal Justice Information System (CJIS) background check will be performed for all applicants who pass CritiCall. The applicant's background check must not contain any offenses that would restrict him/her from access to the Pennsylvania State Law Enforcement databases (NCIC, CLEAN, and J-Net databases). A CJIS required clean criminal history will allow the applicant access into the 9-1-1 Center for the required sit in if the applicant moves on in the hiring process. A more extensive fingerprint based criminal history check will be completed when a conditional offer of employment is made.
5. **Notification** – All applicants who test will receive a letter of their CritiCall test results. Applicants who are successful will be notified for the initial interview date. Applicants who fail, their letter will review the areas they were deficient in. Applicants who pass but have failed the initial background check will receive a letter stating this.
6. **Initial Interview** – An initial interview will be conducted with applicants that successfully pass the CritiCall test and preliminary criminal background check. Benefit options and salary offered will be discussed. Applicants will be given the opportunity to ask any additional questions pertaining to the position. The interview will be scored, and will become part of the applicant's final evaluation.
7. **Sit In** – All applicants being considered for employment will be required to perform a "sit in", which will entail spending a minimum of 4 hours in the Communications Center. The goal of the sit in is for the applicant to gain a general knowledge of the job functions that are performed in the 9-1-1 Center and environment in which the job is performed. Applicants will be required to keep their cell phone in their vehicle or with their belongings and not with them in the Communications Center due to confidentiality, along with being a distraction to applicants during the sit in. If the applicant needs to communicate with family for urgent or immediate needs, they can access their phone on a break in the break room area. The applicant will be asked to complete a questionnaire form when the sit in is completed.
8. **Reference/Employment History Checks** – Reference checks and previous employment history checks will be completed prior to the second interview.

9. **Second Interview** – A study guide will be emailed to applicants prior to the second interview who successfully pass the hiring steps up to this point. A test on the material in the study guide will be administered at the start of the second interview. The Interview Board may ask follow-up questions based on the applicant’s performance and any concerns found so far in the interview process. Part of the second interview applicants will be asked to complete a logic test. The working environment and employers expectations will also be discussed. Applicants will be given the opportunity to ask any additional questions pertaining to the position. This interview will be rated as a pass or fail.
10. **Personality Evaluation** – A personality evaluation will be administered to applicants who have successfully passed each step of the interview process. Information will be sent to the applicant to complete this evaluation using an internet based process. The evaluation is designed specifically to determine if the applicants’ personality fits the requirements needed to perform the Public Safety Telecommunicator job.
11. **Third Interview** – At the third interview, some additional interview questions may be asked along with questions based upon the results from the Personality Evaluation and any concerns raised from previous interviews. Applicants will be given the opportunity to ask any additional questions pertaining to the position. This interview will be rated as a pass or fail.
12. **Final Candidate Assessment** – Each candidate will be graded based upon how well they completed each segment of the hiring process. The final rating will be used in the decision making process on our selection of the candidate(s) to be recommended for hire. Please note, if a candidate fails any segment of the hiring process candidate will be disqualified from being considered further for employment.
13. **Confirmation of Interest** – The Assistant Director will contact the candidate to obtain a confirmation of interest in the position.
14. **Conditional Offer of Employment** – Upon completion of all steps and if there is a position vacancy, a “conditional offer of employment” may be made to the candidate. The employment offer is conditional until approved at the Public Salary Board meeting.
15. **Fingerprint/Criminal History Check** – With the conditional offer of employment the candidate will be required to complete a fingerprint criminal history check that will be completed at the Centre County Correctional Facility.
16. **Salary Board Recommendation/Approval** – A memorandum of recommendation for the candidate will be submitted to the Human Resources office for the Salary Board’s bi-weekly agenda. The Salary Board must approve the recommendation before the job offer can be considered official.
17. **Final Confirmation of Employment** – The Assistant Director will contact the candidate upon notification that the salary board has approved the recommendation. At this time the Assistant Director will confirm a start date with the candidate and review the items applicant must have with them for the first day of employment.
18. **Welcome Packet** – After the final confirmation of employment contact the candidate will receive a welcome packet that will contain the date to report, PST position specific information, a reminder of items required to have in their possession the first day of employment, Human Resources orientation appointment time, and a “tentative” first month schedule.