



The Village of
Glenview



GLENVIEW PUBLIC SAFETY DISPATCH CENTER

The Glenview Public Safety Dispatch Center (GPSDC) currently dispatches for nine communities and has two dispatch centers, one in Glenview (South) and another in Highland Park (North). As the GPSDC continues to grow there will be opportunities for future employment. When full-time positions become available, internal part-time candidates are commonly provided the first opportunity to apply.

The growth of the GPSDC has occurred over the past 8 years, starting with the consolidation of the Village of Glenview's police and fire dispatch centers. In 2009, the Village of Glenview established an agreement with the Village of Grayslake to provide dispatch services. In 2010, GPSDC started providing dispatch services for the Village of Hainesville. In 2012, the GPSDC expanded once again and started providing dispatch services to the Villages of Niles and Morton Grove. In 2014, the GPSDC began dispatching for Lake Bluff, Lake Forest, Highland Park, and Highwood and established a second dispatch center located in the Highland Park Police Department, also known as GPSDC-N. This most recent service expansion brought an opportunity to provide redundant dispatch services, which allows all communities to be dispatched from either the GPSDC-N or GPSDC-S locations in an emergency or communications failure. The two dispatch centers serve approximately 208,000 residents, answer approximately 200,000 calls and handle over 193,000 calls for service per year.



- Village of Glenview – Police and Fire
- Village of Grayslake – Police
- Village of Hainseville – Police
- Village of Morton Grove – Police
- Village of Niles – Police
- City of Highland Park – Police and Fire
- Village of Lake Forest – Police and Fire
- Village of Lake Bluff – Police and Fire
- Village of Highwood – Police

More information about the Village of Glenview is available at the Village of Glenview website at www.glenview.il.us



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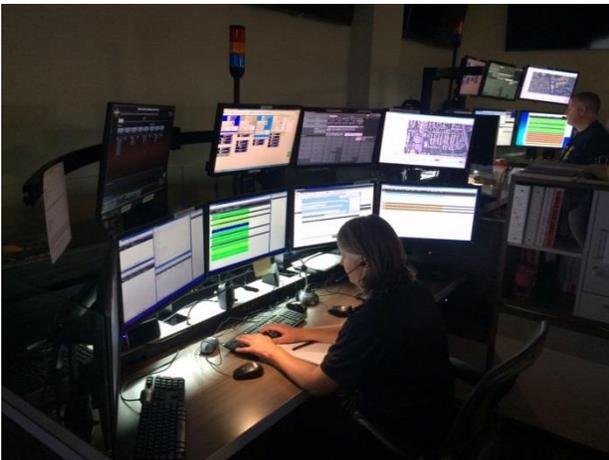


POSITION ANNOUNCEMENT

911 PUBLIC SAFETY TELECOMMUNICATORS

(Part-time and Full-time)

The Village of Glenview, Illinois (population 45,417) is seeking full-time and part-time 911 Public Safety Telecommunicators to become part of the Glenview Public Safety Dispatch Center team. **The opportunity to submit an application for employment is currently open ended, with periodic opportunities for testing and advancement in the recruitment process** (see application instructions for more information).



The purpose of this position is to receive and process emergency and non-emergency calls from the public requesting police, fire, medical or other emergency services. Determine the location and nature of the emergency, establish priorities, and dispatch police, fire, ambulance or other emergency units as necessary in accordance with GPSDC's policies, procedures and guidelines. Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police, fire and medical units. Monitor and process direct emergency alarms, answer and process non-emergency calls for assistance. Enter, update and retrieve information

from a variety of computer systems. Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data. Monitor multiple public safety radio frequencies. Operate a variety of communications equipment including Computer Aided Dispatch (CAD), radio consoles, telephones and other computer systems. Maintains required certifications to provide Emergency Medical Dispatch (EMD) and police related data entry and queries. Additional duties include monitoring dispatch equipment and systems; researching computer records, updating and maintaining computer files and databases; answering routine questions, and completing general office duties.

QUALIFICATIONS: Requirements include a High School degree or equivalent. A minimum of one year of direct 911 dispatching experience is preferred. Must have the ability to read and speak English, read contents on a computer screen and observe the work site simultaneously. The successful candidate will have a strong work ethic and a sense of duty and responsibility to the safety and welfare of the public, and be able to communicate effectively, both orally and in writing. Attention to detail and ability to work successfully with other team members is a must. The ability to work effectively under sometimes stressful situations is a must. Successful candidate must be willing to work days, evenings, weekends, and holidays, and must be available for shift coverage with short notice or very short notice. Successful candidate is required to provide evidence of Emergency Medical Dispatch (EMD) certification within one year of hire and evidence of LEADS certification within six (6) months of hire as a condition of continued employment.



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TELECOMMUNICATOR SALARY AND BENEFITS

PART-TIME POSITIONS

SALARY: \$18.00 - \$22.00/hour DOQ with no fringe benefits. The part-time pool is often used to fill full-time vacancies.

DISPATCH CENTER ASSIGNMENT: The location assignment is dependent on staffing needs.

SHIFT DESCRIPTION: Once training is successfully completed, part-timers may start to pick up available shifts and are limited to 1,000 hours per year. Part-time employees are given the schedule of available shifts one month in advance and can sign up for the shifts they are available to work. Part-time employees have the ability to take an entire shift or part of a shift, depending on their availability and department needs.

FULL-TIME POSITIONS

SALARY: The starting annual base salary for this position is \$48,831 (i.e. Step 1) with a competitive benefit package. A typical employee will earn a base salary of \$53,808 in their first year due to the structure of 12 hour shifts and the scheduled overtime pay that is part of the base schedule. The position is non-exempt under FLSA.

PENSION: Eligible for participation in the Illinois Municipal Retirement Fund (IMRF)

HEALTH INSURANCE: Eligible for participation in Blue Cross Blue Shield HMO-BA or PPO health insurance plans. Employees contribute 16% of the premium for the HMO-BA and 19% for the PPO.

ACCRUED LEAVE: Eligible for 80 hours of vacation, 56 hours of holiday, 40 hours of personal leave and accrue 8 hours of sick leave per month. The accruals will be pro-rated based on date of hire.

UNIFORMS: Initial uniforms are provided, and then an annual uniform allowance of \$600

DISPATCH CENTER ASSIGNMENT: The location assignment is dependent on staffing needs.

SHIFT DESCRIPTION: The Dispatch Center operates under two 12 hour shifts, with a 14 day rotation. Shift 1: 6:00am - 6:00pm, Shift 2: 6:00pm - 6:00am. Week 1 - Work: Monday, Tuesday, Friday, Saturday, Sunday. Week 2 - Work: Wednesday Thursday. Dispatchers are required, on occasion to work 18 consecutive hours and are required to work days, evenings, nights, weekends, and holidays, and must be available for shift coverage with short notice or very short notice.



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PRE-EMPLOYMENT PROCESS (part-time and full-time)

Application Instructions:

- Submit resume, cover letter, and proof of typing speed to hr@glenview.il.us. **Faxed or hard copy resumes will not be accepted.**
- All submissions must clearly list a printed EMAIL address, all communications regarding the process will be sent via email.
- Proof of 37 WPM typing speed is required. Attach to your application material either a third party typing speed certificate or a print-out of your final score from taking a free one minute typing test on www.typingtest.com. Applications without proof of typing speed or those that do not meet the minimum 37 WPM requirement (after deducting for errors) may not be processed.

Mandatory Group Testing: An orientation and group testing will be scheduled every four to six months. Qualified candidates will be notified 7 – 14 days prior to the event, via email, of the date, time and location. The orientation will last approximately 60 minutes and the group testing will last approximately 90 minutes. The testing is specifically designed to test a candidate's split-ear abilities and is a timed audio test. There is nothing to study for and no previous experience is needed. Candidates should arrive 15 to 30 minutes early, as you will need to sign in and show a photo ID.

Additional Testing: Candidates who are able to pass the group testing will be invited for additional testing. This test will last approximately 2.5 hours. Candidates should arrive 15 to 30 minutes early, as you will need to sign in and show a photo ID.

Selection Process: Candidates passing both testing components will be considered for an oral interview. Finalists will be subject to a pre-employment background investigation and medical screening, including a 10-panel drug screen. Full-time candidates will also participate in a psychological exam. The psychological exam, medical and drug screen will be administered after a conditional offer is made.

The Village of Glenview is an Equal Employment Opportunity Employer