



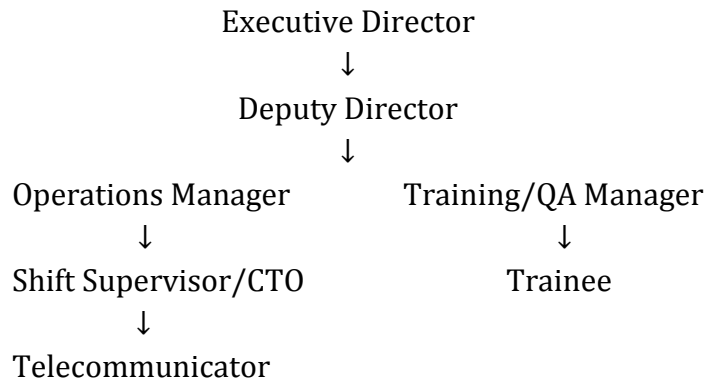
# *Christian County Emergency Service*

## **Employment FAQs**

### **WORK:**

- **What kind of shifts are worked, night/days, rotation, hours, etc.?**  
12 hour shifts from 07:00 to 19:00 (Days) – 19:00 to 07:00 (Nights).
- **What kind of schedule can I expect to work?**  
Trainees will be assigned to a trainer. Trainees will work the schedule their assigned trainer is on.
- **How are vacations arranged (holidays, birthdays etc.)?**  
New hires are not eligible for vacation during the first one year, although vacation time does accrue during this period.
- **What are some benefits of our schedule/job?**  
All employees are scheduled to receive a three day weekend every other week and days off during the middle of the week every other week. Working seven scheduled shifts in a fourteen day period allows for more days off.
- **What are some negative aspects of our schedule/job?**  
You will be required to work holidays, weekends and nights as well as be on-call when qualified. Activity in the Communications Center can be very busy and intense with periods of inactivity between.

- **What kind of command structure is the Communications Center?**



- **What happens if I am sick or have family problems?**

We request that you personally notify the on duty Supervisor or designee no less than four (4) hours prior to the beginning of your shift in order to allow enough time to obtain coverage.

- **What do you do with free time between calls?**

Time between calls is used for review of training material, policies and procedures, or to work on assigned projects.

## TRAINING:

- **How long is training?**

You will work with a Certified Training Officer (CTO) for approximately six (6) months. Certain tasks and completion of specific phases must be met to continue employment.

- **What kind of pay and probationary period can I expect while in training?**

While in training, you are considered a part-time employee. The pay while in training will increase at the completion of each phase of training. The training phases and their pay are listed below:

- Starting, Call-Taking - \$10.00
- Fire - \$10.25
- Nixa Law - \$10.50
- Ozark Law - \$10.75
- County Law - \$11.00
- Released from training, changed to full time status, beginning of probationary period (one year) - \$11.13
- Completion of probationary period - \$12.13

- **What can be expected in training?**

During training, you will receive Daily Observation Reports (DOR's). These reports help document your training tasks, progress and provide corrective criticism important for advancement in training. A 40 hour Telecommunicator Course will be completed within one (1) year of hire and state mandated MULES class will be completed within six (6) months of starting law dispatch. Training is also focused on improving your computer skills as all work is done on various computer systems; from answering the phone and radio to entering the call information in the Computer Aided Dispatch (CAD) system.

- **Are cell phones or electronic devices allowed in the Communication Center?**

While in training, the use of any type of electronic device will not be tolerated. These items may be used when an authorized break has been allowed by the trainer to the trainee.

- **What kind of skills do we look for?**

Good Listening skills, area knowledge and map skills, strong keyboard and computer skills (40 wpm), customer service oriented, multi-tasking ability, able to work a flexible schedule to meet the needs of the Communications Center, dependability and promptness. Able to think clearly and act quickly in emergencies, gather, organize, translate and process information from various emergency callers, draw reasonable and logical conclusions from information which may be disjointed, make decisions quickly and independently that may affect someone's life, follow established procedures, take direction and take immediate action.

## PHONE CALLS:

- **How are calls received and incidents started?**

Most calls are received by people dialing 9-1-1 on landlines or other types of electronic devices such as cell phones.

- **What if the caller doesn't speak English?**

We have access to a service called Language Line, which acts as a translator.

- **What types of calls are received?**

You will answer many routine administrative calls. You will also answer emergency calls that can range from life and property threats to minor medical issues. You will have protocols to follow that will allow you to handle all of these types of calls. Most emergency calls that we handle are time sensitive and immediate action is required.

## **AGENCIES:**

- **How big of an area does Christian County Emergency Service (9-1-1) cover?**  
Christian County covers approximately 564 square miles in Southwest Missouri and is bordered by Greene, Lawrence, Stone, Taney, Douglas and Webster Counties.

The vast majority of the County is unincorporated (555.6 square miles). Incorporated communities include the Village of Saddlebrooke and the cities of Billings, Clever, Fremont Hills, Highlandville, Nixa, Ozark, and Sparta. Of these cities, Nixa and Ozark are the largest.

- **What is the population of Christian County?**  
The 2010 population for Christian County is 77,422.
- **How many agencies does Christian County Emergency Service dispatch for?**  
We dispatch for seven (7) law agencies and seven (7) fire agencies.