



# Combined Regional Communications Authority

## Employment Application

### Applicant Information

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*Last First M.I.*

Address: \_\_\_\_\_  
*Street Address Apartment/Unit #*

\_\_\_\_\_

*City State ZIP Code*

Phone: \_\_\_\_\_ **Email** \_\_\_\_\_

Position Applied for: **Communication Officer "911 Dispatcher"**

Are you a citizen of the United States? YES  NO  If no, are you authorized to work in the U.S.? YES  NO

Have you ever worked for this company? YES  NO  If yes, when? \_\_\_\_\_

Have you ever been convicted of a felony? YES  NO

If yes, explain: \_\_\_\_\_

### Education

High School: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Diploma: \_\_\_\_\_

College: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

Other: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

## References

*Please list three professional references.*

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Previous Employment

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Job Title: \_\_\_\_\_ Starting Salary: \$ \_\_\_\_\_ Ending Salary: \$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES  NO  Email Address: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Job Title: \_\_\_\_\_ Starting Salary: \$ \_\_\_\_\_ Ending Salary: \$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES  NO  Email Address: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Job Title: \_\_\_\_\_ Starting Salary: \$ \_\_\_\_\_ Ending Salary: \$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference?      YES      NO      Email Address: \_\_\_\_\_  
     

**Military Service**

Branch: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Rank at Discharge: \_\_\_\_\_ Type of Discharge: \_\_\_\_\_

If other than honorable, explain: \_\_\_\_\_

**Disclaimer and Signature**

*I certify that my answers are true and complete to the best of my knowledge.*

*If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please email the application to:

[Employment@FRECOM911.com](mailto:Employment@FRECOM911.com)

Or

Send it to:

FRECOM911 – CRCA  
136 Justice Center Rd. Suite 400  
Canon City, CO 81212

Consolidated Regional Communications Authority - CRCA 911  
Telecommunicator/Dispatcher Supplemental Questionnaire

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Name: \_\_\_\_\_ DOB: \_\_\_\_\_ DATE: \_\_\_\_\_

All Questions are MANDATORY!

1. Which of the following most accurately reflects your current educational status?
  - High School Diploma or Equivalent
  - Some College
  - Vocational or Technical Training
  - Associates' Degree
  - Bachelor Degree or higher
2. Which of the following most accurately reflects your current experience working with a computer-aided-dispatch system within the public safety sector (i. e. a police or fire department)?
  - I do not have any experience
  - I have less than 6 months experienced
  - I have 6 months to 1 year experience
  - I have over 1 year experience
3. This is a full-time position. Are you available and interested in working full-time?
  - Yes
  - No
4. Are you willing to submit to a pre-employment drug test and hearing exam?
  - Yes
  - No
5. Are you willing to submit to a comprehensive background investigation including polygraph?
  - Yes
  - No
6. This is a 24 hour operation and you must be available to work all three shifts. Are you willing to work ANY shift including: 1<sup>st</sup> shift, 2<sup>nd</sup> shift and 3<sup>rd</sup> shift?
  - Yes
  - No
7. Are you willing to work a schedule that regularly rotates through the days of the week, including weekends?
  - Yes
  - No
8. Are you willing to work holidays?
  - Yes
  - No
9. Are you willing to come in early or hold over your regularly scheduled shift without warning or on short notice?
  - Yes
  - No
10. Are you willing to work overtime on short notice?
  - Yes
  - No
11. Are you willing to have your shift change on short notice?
  - Yes
  - No

FRECOM911 – Consolidated Regional Communication Authority  
911 Telecommunicator/Dispatcher Supplemental Questionnaire

12. Are you willing to participate in training to learn and develop the techniques and skills that are required to be a Telecommunicator/Dispatcher?
  - Yes
  - No
13. Are you willing to give medical instructions following established protocol?
  - Yes
  - No
14. Do you possess a valid drivers' license?
  - Yes
  - No
15. Have you received a DWI or DUI in the past 5 years?
  - Yes
  - No
16. Have you received more than 3 traffic citations in the past 3 years?
  - Yes
  - No
17. Have you used marijuana in the last 12 months?
  - Yes
  - No
18. Have you used illegal drugs other than marijuana in the past 3 years?
  - Yes
  - No
19. Have you been convicted of any felony crime or domestic violence?
  - Yes
  - No
20. Do you understand that during your training period you will be under direct supervision of a trainer with daily ratings of your job performance?
  - Yes
  - No
21. This position works under constant electronic surveillance and all telephone and radio conversations are recorded. Are you okay with this?
  - Yes
  - No
22. If you use any type of tobacco products, can you go long periods of time between uses?
  - Yes
  - No
23. Are you prepared to wear a uniform, if required, and follow departmental guidelines on the uniform dress?
  - Yes
  - No

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Please send with Application, Resume and Cover Letter.*



**Frecom911**

136 Justice Center Road, Suite 400  
Canon City, CO 81212  
(719) 276-5555

## BACKGROUND INVESTIGATION AUTHORIZATION

I, \_\_\_\_\_, authorize any persons or organizations referenced in the application or disclosed during my interview to release ANY and ALL information to the Combined Regional Communications Authority (CRCA) dba Frecom911 concerning my previous employment, education or any other information you have, personal or otherwise, with regard to any of the subjects covered during my background.

(records, statements and opinions pertaining to my employment, pre-employment, military records, selective service, criminal, driving or education histories including but not limited to: academic achievements, attendance, training records, personal history, disciplinary actions, background reports, polygraph results, efficiency ratings, any and all internal affairs investigations, complaints or grievances filed about, against or by me, current criminal investigation(s) files or any other records you may have regarding me)

I hereby request you release such information, copies and abstracts upon the request of the bearer of the release request. I, \_\_\_\_\_, release all parties from any and all liability from any damages which may result from the furnishing of the requested information to a representative of Frecom911. This is as required by Colorado Revised Statute.

I, \_\_\_\_\_, certify that I understand that failure to sign this Authorization of Release of Information will be grounds for disqualification from consideration of employment with Frecom911. I further understand that this authorization will remain valid for (1) year unless revoked in writing by the applicant.

Applicant Printed Full Legal Name: \_\_\_\_\_

Applicant Aliases or Nicknames: \_\_\_\_\_

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Birth: \_\_\_ / \_\_\_ / \_\_\_

Last Four of Social Security Number: \_\_\_ \_\_\_ \_\_\_ \_\_\_




# Combined Regional Communications Authority

136 Justice Center Road, Suite 400  
Canon City, CO 81212  
(719) 276-5555

## Applicant Screening Questionnaire

Please answer each question to the best of your ability. Correct grammar, spelling, and punctuation will be considered. You may write on here and scan it back in, or type your answers in an email to [applicant@frecom911.com](mailto:applicant@frecom911.com).

1. Why have you applied with Frecom911?
2. What are your professional goals in becoming a 911 emergency dispatcher?
3. Where would you like to be professionally in five years?
4. What type of team environment would be best for you in the workplace?
5. What do you find most rewarding in a place of employment? What do you find most discouraging?
6. What do you offer or bring to Frecom911 that would place you ahead of other applicants?
7. Do you have a computer, tablet or phone capable of conducting an online interview? (*This question will NOT eliminate any applicant from consideration, but is simply so we can plan our 'COVID' safety interviews*).

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Issued:	06/01/2022	Effective:	07/01/2022	Revised:	
Rescinds:	All Previous		Amends:		
CALEA References:					
Review:	Annual	Authority:	Director		

## Job Description – Emergency Telecommunicator

### Supervision Received and Exercised

Receives direction from the Communications Supervisor.

FLSA: Non-Exempt

*Job descriptions are intended to present illustrative examples of the range of duties expected by employees in this position. Descriptions are not intended to be all inclusive of all duties performed in this position.*


### Summary of Position

Under the general supervision of a Communications Supervisor, this position performs critical public contact and communications work necessary for the dispatching of the Agency and related cities services to emergency and non-emergency situations, providing operational data to agency personnel

### Primary Duties

- Answers emergency and non-emergency telephone requests for law enforcement, fire and medical services.
- Operates computer aided dispatch equipment (CAD) by entering call information and dispatching deputies and officers to emergency and non-emergency situations.
- Provides Emergency Medical Dispatch instructions for calls in areas where there are no designated or full-time EMS services.
- Monitors patrol member's status; notifies on-call personnel; assigns cover cars or requests mutual aid to situations that may be critical and/or threatening.
- Utilizes computer/teletype systems to query and enter operational data; relays information to patrol as required.
- Searches available and appropriate resources to locate and relay operational data and information to Patrol personnel.
- Uses various maps and mapping resources to determine jurisdictions and to properly identify call locations.
- Records and maintains patrol line-ups to correctly reflect Patrol personnel on duty and corresponding assigned vehicle.
- Performs daily TTY testing on the phone system to assure functionality and documents and reports findings.
- Answers Agency business telephone calls; provides routine data and information to telephone inquiries; may transfer/direct inquiries to proper agency staff; may refer telephone calls to responsible outside state, court,



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agencies, departments or individuals.

- May maintain radio communication monitoring with outside law enforcement agencies.
- May assist in conducting training of new Communications Technicians.
- Operates computers and standard office equipment including commonly used computer software programs.
- Maintains regular and acceptable attendance at such level as determined CRCA FRECOM 911
- Is available and willing to work such overtime per day or per week as FRECOM911 determines, necessary or desirable to meet its needs.
- Is available and willing to work such weekends and holidays as FRECOM911 determines necessary or desirable to meet its needs.
- Interacts effectively with others and exercises good judgment when dealing with people in sensitive situations.
- Performs other duties as required and assigned.

## Qualifications

### Knowledge

- Ability to learn street and road systems, geographical patterns and numerical (address) system of Custer and Fremont County
- Ability to learn computer aided dispatch equipment (CAD).
- Ability to operate CCIC/NCIC.
- Ability to operate computer aided dispatch equipment (CAD).
- Ability to work under pressure.
- Ability to communicate effectively with angry, emotional and excited persons via telephone.
- Ability to remain calm under urgency circumstances.
- Ability to communicate effectively in verbal and written English.
- Ability to maintain confidentiality of records and information.
- Ability to establish and maintain effective working relationships with superiors, fellow workers and the general public.
- Ability to listen, talk and type all at the same time.
- Ability to distinguish different auditory tones.
- Ability to track multiple pieces of information at one time and conduct follow-up as necessary.
- Ability to interact in a professional manner with all staff.
- Ability to act and react to emergency and/or threatening situations in a manner consistent with the law, policies and procedures.
- Ability to apply sound reasoning and decision-making.
- Ability to operate computers and commonly used computer software programs, as well as any other standard office equipment as required by position.

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### Experience and Training Guidelines

#### Experience:

- No prior experience is required.

#### Training:

- High school diploma or G.E.D.
- Other combinations of experience and education that may meet the minimum requirements may be substituted.

#### License or Certificate(s):

- Ability to obtain and/or maintain International Academy of Emergency Dispatch, or equivalent offered by CRCA911, Emergency Medical Dispatch Certification.
- Ability to obtain and/or maintain International Academy of Emergency Dispatch, or equivalent offered by CRCA911, Emergency Fire Dispatch Certification.
- Ability to obtain and/or maintain Colorado Crime Information Center (CCIC) and National Crime Information Center (NCIC) computer operator certifications.

### Working Conditions

#### Environmental Conditions

The position is performed in the following work environment:

Office environment

#### Schedule Conditions:

This position may involve regular and irregular shift work and shift rotations when necessary. Work shifts are normally eight or twelve hours in duration, but may be extended in the event of an emergency, disaster, employee shortage, workload, or work-in-progress. Work schedules involve 24/7 scheduling including weekends and holidays.


#### Physical Conditions:

The job is characterized by:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects such as your own body, mouse, keyboard, office chair, etc. Sedentary work involves sitting most of the time.

The following physical activities are very or extremely important in accomplishing the position's purpose and/or performed on a daily basis:

While performing the duties of this position, the employee may sit for prolonged periods. The employee is regularly required to see, hear, talk, stand, twist, and use repetitive motions in the conduct of work. The employee is required to remain calm during stressful and/or high activity situations.

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Per the American with Disabilities Act (ADA), reasonable accommodations will be made for qualifying employees with disabilities.