



City of Little Rock

Call Taker

9-1-1 and 3-1-1 Services

2010 TYPICAL STARTING SALARY: \$25,734

Full-Time Position

- *Overtime Eligible*
- *Must Work Rotating Shifts and Holidays*

The City of Little Rock Communications Center, under the supervision of the Little Rock Police Department, has established a history of professionalism and dedication to the 184,422 citizens of this great City. The Communications Center receives calls for service involving a variety of challenging issues including criminal activity and arrests, vehicle crashes, fires, requests for emergency medical treatment, traffic violations and many other types of incidents. The 911 Communications Center receives over 450,000 calls for assistance each year, and, therefore, we need a team of dedicated and caring people who have the necessary skills and abilities to assist the citizens of Little Rock.

The Center receives about 1,400 calls for 911 and 311 services daily. The 3-1-1 calls deal with requests for services such as missed trash pick-ups, and building and code violations, as well as non-emergency police calls.

As a Call Taker you will receive unhappy, anxious, and hysterical calls daily. Wanting to help people isn't enough. You will need to be committed to public service.

Essential Job Duties & Functions - Call Takers Must:

- Answer and evaluate incoming calls for police service to determine urgency of the call and whether a police officer should be dispatched to the scene.
- Notify Fire Department of medical emergencies such as attempted suicides, drowning, serious injury accidents, etc.
- Appease and extract information from citizens under stress.
- Log information received and/or transmitted.
- Use computer terminals to input, update, and query information.
- Verify wants and warrants and interprets data returned to the terminal.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Requirements:

- Completion of high school and one (1) year of general clerical experience preferred. Other education or experience will be considered.
- Must be available for shift assignments which include evenings, weekends and holidays.
- Must obtain Arkansas Crime Information Center (ACIC) and National Crime Information Center (NCIC) Level 1 and Level 2 certifications within one (1) year of employment. Must maintain certification for the duration of employment in this position.

In addition to passing all selection components (listed in this document under Testing Process), applicants must meet the following criteria **to be eligible for hire** (no exceptions):

1. Must be at least 18 years of age. Preference: Age of 21 or over at time of hire.

2. An applicant must have no felony convictions.
3. An applicant must be a citizen of the United States at time of hire.

TESTING PROCESS

Applications will be accepted ONLY during Active Recruiting periods. Go to www.lrjobs.net to review active positions. If this position is not 'active', click on [Job Interest Cards](#). You will be notified of the next recruiting period.

1. APPLICATION

- ONLY On-Line Applications accepted. Complete and submit On-Line Application and Supplemental Questionnaire.

2. BACKGROUND INVESTIGATION PACKET

- Eligible candidates (those who meet the minimum qualifications, additional requirements and initial application screen criteria) will have up to 2 week to complete and submit a Background Investigation Booklet, along with other required documents, to the Human Resources Department. The Background Investigation Packet will be sent to eligible applicants either electronically or in the regular mail.
- Applicants cannot continue further in the process until the background booklet is submitted. If not submitted within 30-days the applicant will be dropped from consideration and will have to reapply.

3. EXAMINATION

- Applicants who have completed and submitted the Background Investigation Booklet will be electronically notified of their eligibility to participate in the Computerized Skills Assessment (examination) portion of the process. (A preliminary background check will be performed to determine eligibility.)
- Eligible Applicants will then be allowed to self-schedule for the exam.
- Available times and dates are limited and applicants are encouraged to submit the background packet as early in the process as possible.

4. JOB INTERVIEW AND BACKGROUND INVESTIGATION

- A complete Background Investigation will be conducted by the City of Little Rock Police Department on eligible candidates (those who have successfully completed all previous steps). A background investigation is necessary to ensure that applicants will be eligible for certification by the Arkansas Crime Information Center (ACIC) in computer terminal operations.
- Selected candidates will be interviewed.

5. OFFER OF EMPLOYMENT

- Psychological and Drug Screen evaluations will be administered only for those candidates who have been offered employment and will be conducted at the City's expense.
- Final hire is contingent upon the results of these screenings.

BENEFITS

(Benefits for non-uniform positions are subject to change in subsequent years.)

HOLIDAYS - Nine (9) paid holidays per year.

LONGEVITY PAY - After completing one full year of employment with the City of Little Rock, an employee is paid "longevity" bonus pay. This bonus is paid bi-weekly.

INSURANCE - Paid health, life, disability, dental, and optical insurance for the employee; partial payment of health, dental, and optical insurance premiums for dependents.

FREE UNIFORMS

RETIREMENT PLAN - Participation after one (1) year of full-time employment. Employee contributes 3.5% on a pre-tax basis. City contributes 4%. 100% vesting after five (5) years.

PAID TIME OFF - Employees with up to 3 years of service will accrue Paid Time Off (PTO) at the rate of 160 hours annually. Paid Time Off may be used for vacation, funeral leave/attendance, personal illness, illness of a family member or other personal business. Paid Time Off maximum balance is 320 hours. **For information about PTO for employees with more than three (3) years of service, contact a Human Resources Department representative.**

For Additional Information:

- Job Line (501) 371-4505
- www.littlerock.org OR www.lrjobs.net

Human Resources Office Hours:

Monday – Thursday: 7:30 a.m. to 5:00 p.m.
and Friday: 7:30 a.m. to 4:00 p.m.

NOTE: Application documents, once submitted, will be subject to disclosure as a public record under the Arkansas Freedom of Information Act.

The CITY OF LITTLE ROCK is an EQUAL OPPORTUNITY EMPLOYER and does not discriminate in its employment practices on the basis of race, sex, age, religion, national origin or a physical or mental disability.