**NORTHLAKE POLICE DEPARTMENT**

**COMMUNICATIONS DIRECTIVE: 27**

**Effective date: Review date:**

**March 11th, 2010 September 2nd, 2011**

**SUBJECT: ISSUED BY:**

**RECRUITMENT & SELECTION PROCESS**

**OF TELECOMMUNICATORS Dennis A. Koletsos, Chief of Police**

**Distribution: Amended:**

**COMMUNICATIONS PERSONNEL September 2nd, 2011**

**CALEA REF: 3.2.1, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5, 4.1.6, 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5, 4.2.6,**

**4.2.7, 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 4.3.7, 4.3.9, 4.3.10, 4.3.11.**

I. **PURPOSE**

The purpose of this directive is to establish procedures for recruitment & selection

of Telecommunicators for the Northlake Police Department’s Communications

Division. Efforts to recruit personnel shall be through the office of the Chief of Police.

II. **POLICY**

The policy of the Northlake Police Department is to use an efficient, effective and fair selection process which will identify persons who possess the highest knowledge, skills & abilities for successful performance as a law enforcement Telecommunicator.

A summary of this directive comprises an information sheet explaining the duties of the Telecommunicator, which will be given to applicants by the Communications Supervisor or designee.

III. **SCOPE**

The need for competent personnel assigned to the Communications Division is vital.

Communications Personnel are directly involved in life threatening situations & must possess traits essential for the position. The telecommunicator must be able to effectively listen, multi-task, remain calm, collected and in control of a situation at all times.

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 1 of 8

IV. **RECRUITERS QUALIFICATIONS**

A. Recruiter’s Qualifications:

The Chief of Police will designate the Director of Support Services as the primary recruiting agent for the Communications Division. The Director of Support Services must be knowledgeable in personnel matters, especially equal opportunity and minority recruitment, as it affects the management and operations of the Communications Division. The Director of Support Services has training that provides knowledge and skills in the following areas:

1. Personnel Matters:

Communications career opportunities, salaries, benefits, and training.

2. Recruitment Process:

The selection process utilized by the department including procedures involved in background investigations, oral interviews, psychological (if any), polygraph (if any), and physical examination.

3. Equal Employment Opportunity Plan:

The Department’s recruitment needs and commitments shall comply with federal and state guidelines. The Northlake Police Department follows an Equal Employment Plan to ensure equal opportunities for employment and employment conditions for those persons protected under law.

B. Employee Minority Ratio:

The Northlake Police Department will seek to maintain a ratio of minority group employees in approximate proportion to the available workforce in our law enforcement service area.

Determination of this ratio is made through information received from the latest census data, which gives a demographic breakdown for the City of Northlake. The Northlake Police Department will maintain a Recruitment Plan for use when the ethnic and gender composition of the Communications Division is not in approximate proportion to the make-up of the available work force in the Northlake service area. The Director of Support Services will assist the Chief of Police to achieve the goals of the Recruitment Plan when so implemented.

The Recruitment Plan efforts include, but are not limited to:

1. Use of application forms and related pre-employment documents that are in compliance with applicable federal, state and local E.E.O.C. recommendations and guidelines.

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 2 of 8

2. Placing job announcements in media where minority groups represent a substantial number in accordance with the current Recruitment Plan.

3. Utilizing minority members of the Northlake Police Department in recruitment activities who are aware of the cultural environment.

4. Depicting woman and minorities in law enforcement recruitment literature.

5. Conducting recruitment activities at colleges and universities outside of the Northlake area to attract viable candidates.

6. Conducting “career or information nights” for a particular target group.

7. Review of the entire recruitment and selection process to ensure progress in its objectives every three years.

8. Annual analysis of the plan for progress toward stated objectives. The Director of Support Services is responsible for plan administration.

9. Revise and reissue the recruitment plan as needed.

C. Employment Announcements

The Police Department shall post job announcements for the position of Telecommunicator. The Police Department also makes job announcements available via postings and the internet. This notification shall be publicized at least ten (10) working days prior to any official application filing deadline. The advertising is the responsibility of the Chief of Police or his designee. The job announcement may be distributed via electronic, print, other media. Job announcements will also be distributed to one or more community service organizations and/or seek cooperative assistance from community organizations and key leaders.

These announcements will include, at a minimum, the following:

1. A description of the duties, responsibilities, request skills, educational levels and other minimum qualifications or requirements;

2. A listing of requisite skills, education and physical requirements;

3. A statement indicating that the Police Department is an Equal Opportunity Employer on all applications and recruitment advertisements.

4. Advertise official application filing deadlines.

G. Candidates shall be Informed of Process:

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 3 of 8

Contact is maintained with applicants from the initial application to final employment disposition. Applicants shall be informed of the following:

1. All elements of the selection process (application, interview, back ground check).

1. The expected duration of the selection process; and;
2. The agency’s policy on re-application.

IV. **MINIMUM QUALIFICATIONS FOR EMPLOYMENT**

1. The person applying for the position of Law Enforcement Telecommunicator

for the Northlake Police Department must:

1. Be at least twenty (20) years of age at the time the completed application

is turned in.

1. Possess a high school diploma or equivalent.
2. Possess a valid Illinois driver’s license.
3. Speak, read & write the English language.
4. Possess a clear & intelligible speaking voice.
5. Be a citizen of the United States.

VI. **APPLICATION AND EMPLOYMENT PROCESS**

A. The City of Northlake Police Department receives all applications/resumes for

employment. Resumes for the position of Telecommunicator are electronically

received and disseminated by the Director of Support Services.

1. The Director of Support Services receives the resumes.
2. Upon receipt of the resume, the Director of Support Services shall provide the applicant information regarding the hiring process via electronic communiqué or U.S. mail.
3. The Director of Support Services shall review the resumes for the purpose

of making recommendations as to which applicants should be considered for an initial interview. Criteria for consideration includes, but is not limited to:

a) Experience

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 4 of 8

b) Education

c) Past employment history

4. Applicants selected for the interview shall be notified and interview dates shall be

scheduled by the Director of Support Services.

5. The initial interview is conducted by the Director of Support Services and

the Communications Supervisor. During the interview, the applicant shall

be provided with a job description and current salary information.

6. The interview will be administered in a manner in which the interviewee is subject to questions which focus on the position of Telecommunicator; such as ability to multi-task, think critically and work effectively under stress.

1. All applicants who are selected for an interview will be given the same questions and the same opportunity to answer them. The candidate’s response will be administered, scored, evaluated and interpreted in a uniform manner.

8. The applicant shall sign a release form allowing the Northlake Police

Department to conduct a criminal history, driving record and background

check.

9. An applicant found ineligible for appointment to a position shall be informed

in writing within thirty (30) days of the decision.

VI. **RECORDS CONTROL**

The Director of Support Services under the direction of the Chief of Police is responsible for ensuring that all records of candidates not appointed as a Telecommunicator are filed, retained and disposed of in accordance with federal, state and local requirements for privacy, security, and freedom of information.Interview questionnaires shall

be stored in a secure location in the office of the Director of Support Services.

VII. **BACKGROUND INVESTIGATION**

1. The applicant must sign a confidentiality and dissemination form.

2. A mandatory personal history statement must be returned within five (5)

business days of the interview. Its purpose is:

a) To conduct a background investigation that will find character traits

that may prevent the applicant from being a successful employee;

b) The background investigation will include, at a minimum, verification of

qualifying credentials, a thorough review of any criminal history record

found; history of their driving record; employment history; interviews

with at least three (3) references; police records checks where they currently

reside.

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 5 of 8

c) Background investigations shall be conducted by members of the

Northlake Police Department, as assigned by the Chief of Police or his

designee. All investigators shall be trained and familiar with conducting

background investigations.

d) Background records of persons not hired shall be retained for at least

three (3) years as outlined in G. O. 4-2, Background Records.

VIII. **POLYGRAPH EXAMS**

1. When polygraphs are utilized for the detection of deception in the selection process, candidates will be provided with a list of areas from which the question will be drawn prior to the examination.
2. When used, polygraph exams are administered and the results evaluated by persons trained in this field and licensed by the State of Illinois.
3. When used, the polygraph exam is used as an investigative tool and will not be used as the single determinant of employment status.

VII. **INQUIRIES AS TO DISABILITIES**

A. At no time shall any department employee make inquiry as to whether or not

an applicant is disabled and/or the nature of the disability.

VIII. **GROUNDS FOR REJECTION OF EMPLOYMENT**

A. The following list includes, but is not limited to, examples of grounds used

to reject the applicant from further consideration of employment:

1. Any felony conviction, some misdemeanor convictions which reflect a lack of

moral turpitude.

1. Untruthful and/or misleading statements whether verbal or in writing during the application process;
2. Failure to complete any phase of the selection process, including

failure to submit completed forms within specified time limits, will result

in disqualification.

XI. **ACTIVITITES ON THE DAY OF APPOINTMENT**

A. The Communications Supervisor shall be responsible for ensuring the timely

and correct initial processing of those appointed to the Communications Division.

These responsibilities shall include:

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 6 of 8

1. Providing the new employee with the department’s purpose, goals, policies,

procedures, role and mission statement and employee handbook;

2. Explanation of the working conditions and regulations;

3. Advising the employee of their responsibilities & rights as an employee

of the Northlake Police Department;

4. Ensure that department ID, badges, keys, and entry card swipe are issued

to the employee;

XII. **PROBATIONARY PERIOD**

A. All employees appointed to the Northlake Police Department Communications

Division shall be considered a probationary employee under the following

guidelines:

1. All Telecommunicators must complete a one (1) year probationary period, commencing on the first day of employment.
2. The Communications Supervisor shall monitor the training of the Telecommunicator through Daily Observation Reports (DOR), feedback from the Communications Training Officer (CTO), and performance evaluations. All methods are valid, useful and non-discriminitory.
3. At least weekly, the Communications Supervisor shall forward a report to the Director of Support Services, both verbally and in writing, of the training status of the Telecommunicator.
4. The Director of Support Services shall use criteria generated from the DOR’s, CTO feedback, performance evaluations, and the input of the Communications Supervisor as a means for recommending the Telecommunicator for permanent employment status to the Chief of Police.
5. The Chief of Police shall make the determination if the probationary employee shall receive permanent employment status.
6. Exceptions to the required probationary period are rare, but in special situations, the Chief of Police may choose to extend the employee’s probationary period. Exceptions may be due to injury, illness or remedial training during the probationary period.

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 7 of 8

XIII. **SALARY DIFFERENTIALS**

1. The Northlake Police Department Communications has two (2) separate

pay differentials:

1. *Telecommunicators*: The salary for newly hired Telecommunicators is based upon experience in the public safety communications field. The Chief of Police is the sole determiner of wages paid to all Telecommunicators.
2. *Communications Supervisor*: The salary for the Communications Supervisor is based upon job knowledge and experience. The Chief of Police is the sole determiner of wages paid to the Communications Supervisor.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dennis A. Koletsos, Chief of Police Date

Dir 27 Effective: March 11th, 2010

Revised: September 2nd, 2011

Recruitment and Selection Process

Pg. 8 of 8