**NORTHLAKE POLICE DEPARTMENT**

**NEW**

**COMMUNICATIONS DIRECTIVE: 27**

**Effective date: Review date:**

**March 11th, 2010**

**SUBJECT: ISSUED BY:**

**RECRUITMENT & SELECTION PROCESS**

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

**Distribution: Amended:**

**COMMUNICATIONS PERSONNEL**

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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.**(4.1.1)**

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.

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. **4.1.3a**

Determination of this ratio is made through information received from the latest census data,**(4.1.3b)** 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 sworn ranks 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.

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. **4.1.3c**

8. Revise and reissue the recruitment plan as needed. **4.1.3d**

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 Director of Support Services. The job announcement may be distributed via electronic, print, other media, **4.1.4b** or community service organizations. **4.1.5.**

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; **4.1.4a**

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.**4.1.4c**

4. Advertise official application filing deadlines.**4.1.4d**

G. Candidates shall be Informed of Process: **4.1.6**

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.
2. The expected duration of the selection process; and
3. 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 nineteen (19) 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 4.2.1**

**Phase 1:**

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.
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

b) Education

c) Past employment history **4.2.2**

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. All candidates shall be asked questions from

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

Department to conduct a criminal history, driving record and background

check.

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

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

business days of the interview. It’s 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 currently

employed, and a credit check.

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.

9. At the close of the interview, the applicant shall be fingerprinted via LiveScan

as part of their criminal history & background check.

10. The applicant that fails to appear for a scheduled interview without

justification, or does not notify the Communications Supervisor, shall be

disqualified from further consideration.

11. Background records of persons not hired shall be retained for at least

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

**Phase 2:**

a) This portion of the application process shall consist of a testing phase.

A portion of those candidates interviewed shall equal a minimum of at least

four (4) times the amount of vacancies will be called back for testing.

Testing shall consist of an Employee Evaluation Program (EEP)

employment exam.

b) Exams are scored by the Communications Supervisor. Exam results are

then forwarded to the Chief of Police.

c) The Chief of Police shall provide a list of candidates selected to move

forward with the application process to the Communications Supervisor.

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**Phase 3:**

a) The Communications Supervisor and members of the interview team

shall make a recommendation to the Chief of Police regarding the hiring of a

candidate. The Chief of Police shall make a conditional offer of

employment to the candidate.

b) If the candidate accepts the conditional offer of employment, additional

testing is required, including a polygraph, psychological & medical exam

as outlined in G.O. 4-2, pg. 2. Sec. V; pg. 3, Sec. VI & VII.

c) All selection materials shall be stored in a secure manner when not in active

use. Only those persons authorized by the Chief of Police shall have access

to selection material records. To prevent the unauthorized disclosure of

information, selection materials that are disposed of shall be destroyed by

shredding. The Chief of Police or his designee shall monitor the destruction

of the material.

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;

1. Poor driving record, including Illinois Vehicle Code felonies & misdemeanors;
2. Illegal misdemeanor drug use within the past five (5) years;
3. History of distribution of illegal drugs;
4. Illegal use of controlled substances;
5. Abuse of prescription drugs;
6. Abuse of alcohol;
7. History of domestic violence;
8. Untruthful and/or misleading statements whether verbal or in writing during the application process;
9. Incomplete application and/or personal history statement;

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11. Failure to complete any phase of the selection process, including

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

in disqualification;

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

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

IX. **RECORDS CONTROL**

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.

X. **RE-EVALUATION OF APPLICANTS NOT APPOINTED**

The Northlake Police Department does not keep applications on file for selection

purposes in the event of future position openings. Therefore, those not selected

for employment and remain interested in a position with the department will need

to submit another application for employment as vacancies occur.

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:

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;

5. Make arrangements for the purchase of uniforms.

XII. **PROBATIONARY PERIOD**

A. All employees appointed to the Northlake Police Department Communications

Division shall be considered a probationary employee under the following

guidelines:

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1. All telecommunicators must complete a one (1) year probationary period,

commencing on the first day of employment.

2. The Communications Supervisor shall carefully monitor the training of the

probationary employee through the Daily Observation Report, CTO feedback,

and performance evaluations. All methods are valid, useful and

non-discriminitory.

3. The Communications Supervisor shall use criteria from DOR’s, CTO

feedback & performance evaluations as a means for recommending the

employee for permanent employment status with the Northlake Police

Department.

4. Only the Chief of Police reserves the right to promote the probationary

employee to the status of permanent employee.

5. Exceptions to the required probationary period are rare, but in special

situations, the Chief of Police may choose to extend the probationary period.

Exceptions may be due to injury or illness during training.

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Dennis A. Koletsos, Chief of Police Date