

**LEWISTON – AUBURN 9-1-1  
EMERGENCY COMMUNICATIONS CENTER**

552 MINOT AVENUE, AUBURN ME 04210

**APPLICANT SELECTION  
STANDARD OPERATING PROCEDURE**

	<b>Effective Date:</b> 7/24/08	<b>Number:</b> 08
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**I. Purpose**

The goal of the Lewiston/Auburn 911 Communications Center is to hire the most qualified and dedicated people to become telecommunicators. The selection process is administered by the Lewiston/Auburn Communications Center Administration. All elements of the selection process will be administered, scored and interpreted in a uniform manner.

**II. Process**

All interested applicants are reviewed to be scheduled for testing. Preference is given to applicants with related experience and education.

The testing process for interested applicants begins with an orientation to the position, which includes an overview of expectations, benefits, pay, qualifications and all elements of the selection process.

The entry-level tests consists of the Criti-Call Dispatcher and Caller Taker Pre-Employment Testing Software.

A minimum cumulative score of 70% on the test in conjunction a minimum score of 2,000 keystrokes per hour with a score of 75% or better for spelling is required to continue in the process.

Applicants who do not achieve the minimum passing score can reapply in six (6) months from the date of the test.

Applicants that successfully complete the Criti-Call test will be scheduled for an interview with the Operations Manager. The Operations Manager will present questions, which are given in a standard sequence and format.

Applicants that successfully complete the initial interview with the Operations Manager will be scheduled for a dispatch “sit-along” where they will shadow a current Telecommunicator for a minimum of two hours.

**III. Interview Board**

Applicants who are not eliminated during the testing process or interview with the Operations Manager will be scheduled to appear before the Interview Board. The Board will be facilitated by the Director and may consist of the following; Operations Manager, HR/Office Manager, IT Director, Shift Supervisor, Supervisor Level 1, Communications Training Officer, or Telecommunicator

The Interview Board will present questions, which are given in a standard sequence and format. The board members will annotate their scores on the standard scoring sheet. The standard scoring sheets will be used for all applicants in a uniform manner.

**IV. Polygraph**

The Lewiston-Auburn 911 Communications Center does not utilize polygraph examinations in the selection process

**V. Background Investigation**

All applicants continuing in the selection process will be required to complete a background investigation. The background investigation will involve:

- a. verification of qualifying credentials
- b. review of any criminal record
- c. verification of at least three (3) references
- d. education verification
- e. employment history
- f. review of relevant decertification resources, if available

No applicant will be considered for appointment without meeting the minimum standards set by the Criminal Justice Information System (CJIS).

**VI. Medical Examinations**

All applicants continuing in the selection process will complete a medical examination and the medical examination will include a vision and hearing examination.

**VII. Psychological Exams**

All applicants continuing in the selection process will be scheduled to take the Hogan Personality Inventory test for Public Safety Dispatcher/Call takers. The results of which will be reviewed by the physician conducting the medical examination.

The assessment test lists selection recommendations of; No Fit, Moderate Fit and High Fit. Applicants receiving a “No Fit” on the assessment will be subject to further review by the agency’s Medical Doctor prior to continuing in the hiring process.

**VIII. Hiring Authority**

The final decision to hire an applicant shall be that of the Director. All applicants will be informed of their status in the hiring process. An applicant who is considered unsuitable will be notified in writing within thirty days.

Applicants who are accepted for employment and hired as a six month probationary employee will have all documents, including background information, generated during the selection process maintained in their personnel file which will be in a secure cabinet in the Office Manager’s office. All medical, emotional stability, and psychological fitness examination documents will also be maintained for all selected applicants and stored in a secure cabinet in the Director’s office.

Applicants who are not accepted for employment will have all documents generated during the selection process maintained in a secure cabinet in the Office Manager’s office for a minimum of 2 years at which time they will be purged through shredding.

All selection materials be they written or computerized are stored in a secure area or are password protected. Newly appointed employees will receive information regarding the agency’s role, purpose, goals, policies and procedures, as well as working conditions and regulations. New employees will also be informed of their responsibilities and rights as employees.

Date 01/24/2023

Director \_\_\_\_\_



Timothy W. Hall