



# **COBB COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS BENEFITS AND RECRUITMENT PACKET**

**[WWW.JOINCOBB911.COM](http://WWW.JOINCOBB911.COM)**

# Cobb County Department of Emergency Communications

## **Mission Statement**

The mission of the Cobb County Department of Emergency Communications is to provide excellent and professional service to the citizens, visitors, and public safety responders of Cobb County. We fully understand the foundation of our profession is service, and we strive to provide this to our citizens at the most superior level possible. We will provide this service in a prompt, courteous, and professional manner, striving for efficiency. We recognize that our ultimate success in this mission is tied directly to the spirit of cooperation and teamwork between the public safety agencies, the Emergency Communications Center staff and the residents and visitors of Cobb County.

## **Values Statement**

As critical members of the public safety team we are defined by the following attributes:

### **Integrity**

We are honest and consistent with colleagues and customers. We hold ourselves accountable to the highest standards of moral and ethical conduct.

### **Service**

We are dedicated to exceeding the standards set for our profession by providing excellent, professional, and responsive service. We provide high quality results on or ahead of schedule.

### **Pride**

We take pride in ourselves, our profession, and our colleagues.

### **Teamwork**

We promote partnerships with internal and external customers. We treat one another with respect and communicate openly. We foster collaboration while maintaining individual accountability.

### **Open Communication**

We discuss potentially contentious issues directly and quickly. We take responsibility for our own communication and conflict resolution. We do not triangulate or spread rumors.

### **Innovation**

We thrive on creativity and ingenuity. We seek the innovation and ideas that can change our profession and improve our service delivery. We are flexible and learn from our experiences. We encourage the best ideas to surface from anywhere within the organization.

### **Diversity**

We value our community's diversity and work to reflect and respect that diversity in our staff and in the delivery of our services.

### **Positive Work Environment**

We maintain a positive work environment which supports our employees and enhances job quality. We embrace the principles of participative management and personal responsibility and accountability.

# Cobb County Department of Emergency Communications

## **About the Department of Emergency Communications**

Cobb County Department of Emergency Communications (DEC) team members are the true behind-the-scenes heroes of their community. Working in a centrally located emergency communications center, Emergency Communications Officers (ECO) with Cobb County DEC serve nearly 800,000 citizens, seven law enforcement agencies, three fire departments, and the county animal services department.

Cobb County DEC team members are the first point of contact for individuals facing emergencies. The primary responsibility of ECOs is to answer incoming emergency and non-emergency calls, ensure accurate information is gathered, and dispatch the appropriate services. ECOs handle a broad spectrum of calls throughout the day, from medical emergencies and fires to accidents and pursuits. Each ECO is trained in the International Academies of Emergency Dispatch Emergency Priority Dispatch System (EPDS), ensuring the relaying of accurate and timely information to emergency responders and a standard level of care for all callers. ECOs are also responsible for dispatching emergency responders, maintaining communications with units, and providing updated information as situations evolve.

At Cobb County DEC, we equip our ECOs with the latest and most innovative technology in the public safety telecommunications industry. This includes emergency response software programs, gunshot detection technology, an updated Computer-Aided Dispatch (CAD) system, and a user-friendly Next Generation 911 phone system. With these tools, our ECOs can perform their daily job functions more efficiently and effectively, ensuring the safety and well-being of our community.

Cobb County DEC prides itself on being a premier emergency communications center in the public safety telecommunications industry. Our exceptional team embraces its core values: open communication, innovation, pride, teamwork, diversity, integrity, service, and a positive work environment. Under the leadership of public safety professionals with decades of experience, our team is people-centered and dedicated to the well-being and development of their team. We offer a peer support team, wellness gym, serenity garden, and licensed clinician to support the health and wellness of our team members. Our robust training program provides over 1,000 hours of training for new employees and multiple continuing education opportunities throughout the year, demonstrating the organization's dedication to the success of all team members. Cobb County DEC offers various opportunities for advancement, including roles in supervision, community relations, professional standards, training, employment relations, and technical services, along with specialty assignments such as Communications Training Officer, Fire Communications Specialist, and Tactical Dispatcher.

As an Emergency Communications Officer, you will be on the frontlines of the county's emergency response system, requiring quick thinking, exceptional communication skills, and the ability to remain calm under pressure. ECOs are the lifeline for those in crisis, reassuring the distressed and calming the angered. This role is perfect for those who thrive in high-pressure situations and are driven by the opportunity to make a real difference in their community.

# Cobb County Department of Emergency Communications

## **Compensation**

Starting Pay: \$20.79 per hour.

*Emergency Communications Officer I:* Starting Salary - \$48,783

Based off 12.25-hour workday, 85.45 hour biweekly pay period.

## **Shift Differential**

\$.50/hour 12pm – 12am & \$1.00/hour 6pm – 6am

## **Work Cycle**

Emergency Communications Officers work a 12-hour shift with a 3 day on/2 day off followed by a 2 day on/3 day off work cycle. This provides a 3-day weekend every other week. Overtime is frequently available.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Work	Off	Off	Work	Work	Off	Off
Off	Work	Work	Off	Off	Work	Work

## **Specialty Pay Assignments\***

Communications Training Officer\*

Tactical Dispatcher\*

Fire Communications Specialist\*

\*Specialty either 5 or 10%, depending on assignment

## **Overtime Pay**

After 80 hours worked in a bi-weekly period, you are paid time and a half for any additional hours worked. Overtime is added to your gross income and is not treated as comp time.

## **Types of Leaves**

- |  |                  |
|--|------------------|
| <input type="checkbox"/> 1 year of service   | 13 days per year |
| <input type="checkbox"/> 5 years of service  | 15 days per year |
| <input type="checkbox"/> 10 years of service | 20 days per year |
| <input type="checkbox"/> 15 years of service | 22 days per year |
| <input type="checkbox"/> 20 years of service | 25 days per year |

There are eleven [12] paid Holidays per year. Sick leave accumulates at 4.0 hours per bi-weekly. Other types of leave include Military Leave with eighteen [18] days paid Military Leave per year.

## **Bereavement Leave Policy**

Full time employees will receive up to [3] days of bereavement leave with pay for [24] hours. Employees working in part time positions shall be eligible for bereavement leave equal to [3] part time days off with pay.

## **Paid Parental Leave**

Full time employees will receive six weeks paid time off to care for and bond with their newborn or newly adopted child. Eligible employees must be employed one full year of service and worked at least 1,250 hours during the last 12 consecutive months. Employee must have given birth to a child, be the spouse of the individual who has given birth to a child or adopted a child. [adopted child must be age 17 or younger].

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## **Education Incentive Pay**

Educational Incentive Pay will be available to eligible employees of the Department of Public Safety. Once an employee's eligibility has been confirmed, disbursements are made on a quarterly basis provided they remain employed through the last day of the month the disbursements are calculated. The incentive will be distributed the last pay day period of the quarter and will be added to the last check of April, July, October and January. Employees must receive their degree from a regionally or nationally accredited school. The school must be accredited through an institutional accrediting agency recognized by the U.S. Secretary of Education.

<input type="checkbox"/> Associates	\$1,000 per year	\$250 per quarter
<input type="checkbox"/> Bachelor's	\$2,000 per year	\$500 per quarter
<input type="checkbox"/> Master's	\$3,000 per year	\$750 per quarter

## **Tuition Assistance**

County employees with at least one year of full-time service are eligible to participate in the program for courses taken towards a college degree from an accredited institution. Reimbursement will be provided only for courses of study that are directly related to the employee's present job or which will enhance their potential for advancement. Reimbursable amounts are dependent upon available funding and will be distributed to all pre-approved applicants after successful completion of courses and submission of final grades.

## **Standard Uniform & Equipment** *Supplied to You Without Cost - Plus Annual Uniform Allowance*

Upon being hired, an ECOI will be issued four (4) polo shirts and a fleece jacket. After successful completion of training, ECO will receive an annual uniform allowance depending on the annual county budget.

## **Promotional Opportunities**

The DEC offers promotional opportunities in the following positions and units.

- Fire Communications Specialists
- Tactical Dispatch
- Training & Quality Assurance Unit
- Supervision/Management
- Professional Standards Division
- Community Relations Unit/Support Services Division
- Employment Relations Unit
- Technical Services Division

# Cobb County Department of Emergency Communications

## Cobb County Government Employee Benefits

*Eligibility for all Cobb County benefits vary. Additional information will be provided during orientation.  
(Click the links in the boxes below to view detailed benefit information.)*

<a href="#">Health</a> Multiple Health Benefit Options offered: Kaiser Permanente or Anthem Blue Cross Blue Shield (multiple plans).	<a href="#">Dental</a> Dental coverage is provided at no cost for full-time employees. Coverage for eligible dependents is available for an additional cost.
<a href="#">Flexible Spending Accounts Program</a> Two Flexible Spending Accounts (FSA's) offer employees a way to set aside pre- tax dollars to pay for out-of-pocket expenses. We offer a health care account and a dependent child care account. You contribute directly from your pay to either or both accounts.	<a href="#">Supplemental Insurance</a> Supplemental insurance policies offer additional coverage for you and qualifying family members (i.e., short-term disability, vision, intensive care, cancer and more). The cost of the policy depends on your choice of coverage.
<a href="#">Long-Term Disability</a> Provides 60% of your salary (as a monthly benefit) if you experience a long-term disability resulting from accidental injury or illness. Long-term disability is provided at no cost to you. A 10% "buy-up" option is also available for an additional cost. Benefits begin after 6 months of disability.	<a href="#">Life Insurance</a> A life insurance benefit with a value equal to 2 times your basic annual earnings is automatically provided at no cost. You must designate a beneficiary. You may also increase your life insurance up to an additional 5 times annual salary and may elect spouse and dependent coverage for an additional cost
<a href="#">Employee Assistance &amp; PTSD Programs</a> These programs offer confidential counseling and referral services to help with life issues and supplemental benefits to first responders diagnosed with post-traumatic stress disorder due to traumatic events encountered in the line of duty.	

### **Free Wellness Clinic**

A free on-site medical health clinic is available for all Cobb County Employees and their dependents. The clinic offers sick and wellness checks and many prescription medications at no cost to the employee. Employees may access the clinic during working hours and will not be required to use personal time such as sick leave or comp time to schedule an appointment at the clinic.

### **Live-Health Online**

Live-Health Online services has been added to the county's Anthem Blue Cross/Blue Shield of Georgia health plan options. This gives the employees the ability to interact with a doctor when traditional venues are not possible, for example, on weekends and/or holidays. There is a \$10 co-pay per visit/encounter. Available for all employees, retirees and eligible dependents covered by Anthem Blue Cross/Blue Shield health plan. Live-Health Online is available anywhere you have internet connection, available 24 hours a day/7 day a week/365 days a year, provides access to in-network, U.S. board-certified doctors, and doctors can e-prescribe to local pharmacies [where applicable].

**\* Live Health Online is available on your mobile device, iPhone, iPad, iPod & Android devices.**

# Cobb County Department of Emergency Communications

## **Employee Pension Plan**

All new eligible employees will automatically be enrolled in the Hybrid Plan. The plan has two components: Defined Benefit Component & Defined Contribution Component.

☐ **Defined Benefit Component**

This component is mandatory, and the contribution amount is determined by the County. The pre-tax contribution is a percentage of the employee's gross pay. Employees will become 100% vested after seven (7) years of service.

☐ **Defined Contribution Component**

To help you take advantage of the benefits provided, we will automatically enroll you for a 4% contribution. This component is voluntary, so you may make a change at any time. To assist you, the County will make a 100% matching contribution up to 4%. Vesting – County match: will be a graduated schedule at 20% vesting per year of service with 100% vesting after five years of service. Vesting – employee portion will be immediate.

☐ **457 Deferred Compensation**

Additional retirement savings: Optional retirement savings programs provide you with ways to supplement your retirement income such as the 457 Deferred Compensation program and Roth IRA. Additional retirement savings options are available to part-time employees.

For more information, visit: <https://www.cobbcounty.gov/human-resources/pension-plan>.

## **Peace Officers' Annuity & Benefit Fund of Georgia (POAB)**

As of September 2019, Cobb County pays the monthly dues for POAB members. Once accepted for membership, [\$45.00 application fee, which includes a non-refundable \$25.00 fee, plus \$20.00 first month's dues], the member must complete the County automatic dues form, complete with member number. Cobb County cannot pay dues until this information is received. Membership is transferrable to other law enforcement departments within the state of Georgia. If the member leaves the state or leave law enforcement, their membership in the Fund terminates. The monthly benefit is \$24.78 per month for each full year of service as a peace officer, plus 1/12<sup>th</sup> of \$24.78 per month for each additional full month.

# Cobb County Department of Emergency Communications

## Hiring Process

### **Online Application**

The hiring process begins with the completion of an online application. Candidates meeting the necessary qualifications will receive an email from a member of our Employment Relations Unit containing a release form authorizing our team to run a check of the candidate's criminal and driving history.

### **Background Review**

Candidates will receive a phone call from a member of our team and will be asked to complete a pre-screen questionnaire. Following that pre-screen questionnaire, candidates will receive an email containing a Background Packet. Candidates will have seven days to complete the background packet and return it to a member of the Employment Relations Unit.

### **Pre-employment Testing**

After a review of the Background Packet, candidates will be scheduled for pre-employment testing, CritiCall. Testing is only done in person and takes place at the emergency communications center.

CritiCall is a computerized pre-employment test used to measure a person's underlying skills and abilities prior to any training they receive if they are hired as a public safety dispatcher or call taker. If you would like to learn more about the CritiCall test or review the available testing resources, you can visit the applicant resource page at [criticall911.com](http://criticall911.com).

If the candidate does not pass, depending on their score they could be eligible for an immediate retest. If the score is below the immediate retest threshold, they are eligible to reapply and test again in thirty days.

### **Background Investigation**

Candidates will meet with a member of our Employment Relations Unit. We will conduct a thorough background investigation on each applicant considered for a position. This investigation includes, but is not limited to, a check of the applicant's criminal and driving history, employment background, and reference checks.

### **Polygraph/Psychological/Medical Evaluations**

To ensure honesty and completeness throughout the background investigation, a polygraph examination will be done with all candidates by a licensed examiner to verify information from their background. Likewise, to ensure mental and emotional suitability for the unique demands for a career in public safety communications, a written and clinical psychological examination with a license psychologist will be conducted. Candidates will also be sent for a medical examination and drug screening conducted by a licensed physician.

### **Final Interview**

Following successful completion of the polygraph, psychological, and medical evaluations and thorough background investigation, the applicant will be scheduled for a final interview with members of the Cobb County 911 command staff.

**While the department will attempt to consider individual circumstances during the hiring process, dishonesty will result with immediate disqualification.**



# Cobb County Department of Emergency Communications

## **Minimum Qualifications / Disqualifiers**

To be considered for employment as an Emergency Communications Officer with Cobb County DEC you must be at least 18 years of age, possess a high school diploma or GED, and be a U.S. citizen.

### **The following will result in disqualification:**

- Any felony offense
- More than two misdemeanor offenses
- Any misdemeanor of an aggravated nature or related to public order or decency
- Any offense related to domestic violence
- Less than honorable discharge from any military organization
- Termination of employment from any local, state, or national civil service or merit system
- Use of Marijuana, Hashish or any products containing THC (Vapes, Gummies, Edibles, etc.) within 12 months

# Cobb County Department of Emergency Communications

## **Training**

The Cobb County Department of Emergency Communications Training curriculum consists of multiple phases designed to meet the training needs of new employees and provide them with the necessary knowledge, skills, and abilities to be successful in their careers.

Upon hire, new employees are in the training program. The first week of employment consists of county orientation conducted by Cobb County Human Resources and department orientation conducted by Professional Standards and Development Division members.

### Phase I – Academic Training

In a classroom setting, recruits will become familiar with public safety departments, the geography of Cobb County, emergency communications policies and procedures, obtain required certifications, and participate in hands-on practical exercises.

### Phase II – On-the-Job Calltaking Training

Recruits will be paired with an experienced and trained Communications Training Officer (CTO) for one-on-one call-taking training.

### Phase III & IV – On-the-Job Radio Training

Recruits will be paired with a CTO for extensive on-the-job training for radio/dispatch duties. Recruits will progress through the different radios.

### Phase V – Shadow Phase

Recruits will be working independently and monitored by a supervisor.

The probationary period for an Emergency Communications Officer I is 18 months.

## **Professional Development & Career Advancement**

Cobb County 911 is committed to the professional development and advancement of our team members. We provide numerous resources to help our team achieve their personal and professional goals.

Team members can schedule one-on-one career coaching sessions with a member of the leadership team.

The Professional Standards and Development Division offers Professional Development Plans to assist team members in identifying their goals and the necessary steps to achieve them.

We also provide a variety of training opportunities designed to enhance job skills and develop leadership abilities.

After completing the training process and working independently, team members may qualify to join various specialized teams or assignments.

We offer career advancement opportunities in areas such as supervision, employee relations, community relations, training, quality assurance, professional standards, and technical services.