



**WOODWAY PUBLIC SAFETY DEPARTMENT**  
**COMMUNICATIONS/RECORDS APPLICATION A**  
**PART-TIME**

Name: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Complete and Return By: \_\_\_\_\_

I am applying for:

Communications/Records Specialist

- **Please note: This application needs to be notarized; See page 16.**

**Woodway Public Safety Department  
Communications/Records Specialist  
Applicant Information Sheet**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ MIDDLE NAME: \_\_\_\_\_

MAIDEN NAME (IF APPLICABLE):  
\_\_\_\_\_

MAILING ADDRESS:  
\_\_\_\_\_

PHYSICAL ADDRESS:  
\_\_\_\_\_

TELEPHONE NUMBER(S):  
\_\_\_\_\_

BEST TIME(S) TO CALL: \_\_\_\_\_

EMAIL ADDRESS (ES): \_\_\_\_\_

**YOUR PACKET SHOULD INCLUDE THE FOLLOWING:**

- COMMUNICATIONS/RECORDS SPECIALIST JOB REQUIREMENTS FOR ALL POSITIONS
- QUESTION AND ANSWER SHEET
- COMMUNICATIONS/RECORDS SPECIALIST JOB DESCRIPTION
- NEPOTISM CLAUSE AND CERTIFICATION – **PG 8 (TO BE SIGNED & TURNED IN)**
- CITY COUNCIL AND CITY EMPLOYEE LIST
- JOB DESCRIPTION AND CERTIFICATION – **PG 15 (TO BE SIGNED & TURNED IN)**
- NON-TOBACCO CONDITIONS OF EMPLOYMENT AGREEMENT - **PG 16 (TO BE SIGNED, NOTARIZED & RETURNED)**
  
- APPLICANT INTERNET USE QUESTIONNAIRE - **PG 17 (TO BE SIGNED & TURNED IN)**

A PRELIMINARY BACKGROUND INVESTIGATION WILL BE CONDUCTED FOR THIS PROCESS, PLEASE LIST:

DRIVERS LICENSE #: \_\_\_\_\_ STATE: \_\_\_\_\_  
**RETURN Applicant Information sheet, Testing Schedule, Nepotism Certification, Job Description Certification, the Non-Tobacco Conditions of employment agreement and Personal History Statement completed to Woodway Public Safety Department.**

IF ANY PART OF THIS IS MISSING, OR IF THERE ARE ADDITIONAL QUESTIONS, PLEASE CONTACT WOODWAY PUBLIC SAFETY DEPARTMENT AT (254)-772-4470.

## WOODWAY PUBLIC SAFETY DEPARTMENT REQUIREMENTS

- **AGE:**

Applicant must be (18) years of age at the time of testing.

- **CITIZENSHIP:**

Applicant must be a citizen of the United States.

- **BACKGROUND:**

- ✓ Must have not ever been on, or currently on, court-ordered community supervision or probation for a criminal offense.
- ✓ Must not currently be under indictment for any criminal offense.
- ✓ Must have not been convicted of a Class A misdemeanor or its equivalent within the last 10 years.
- ✓ Must have not been convicted of a Class B misdemeanor or its equivalent in the last 10 years.
- ✓ Must have not been convicted at any time of a felony offense.
- ✓ Must have not been arrested on any family violence offense.
- ✓ Must have not been arrested for the offense of Driving While Intoxicated or Driving under the Influence.
- ✓ Must have not been discharged from any military service under less than honorable conditions at any time.
- ✓ Must not have had a license issued by any Law Enforcement Commission (from any state) denied by find order or revoked, or have an involuntary surrender of a license currently in effect.
- ✓ Must not be prohibited by state or federal law from operating a motor vehicle.
- ✓ Must not be prohibited by state or federal law from possessing firearms or ammunition.

- **DRUG USE:**

Drug use will be dealt with on an individual basis. (Any prior chemical use is not acceptable)

- **TOBACCO USE:**

Woodway Public Safety Department is a *tobacco free environment* that helps create a safe and healthier environment for all employees. As leaders in the community, The City of Woodway is committed to providing a safe and healthy environment that is in accordance with federal, state and regulatory agency requirements to everyone who works within and or visits our facility. It is understood that the use of tobacco or tobacco products at any time during an employee's length of service with the City of Woodway is prohibited on or off the City of Woodway property and may result in termination of employment.

- **EDUCATION:**

High school diploma or GED required. College hours are preferred but not required. Grammar and speaking skills are a very important part of this position.

- **HEALTH:**

Applicant's vision must be correctable to 20/20 in both eyes with no color blindness, and hearing must be normal in both ears. Applicant must be able to pass a complete physical with height/weight being proportional. Appearance of mouth must be normal. Must be able to speak clearly and distinctly. Properly restored or filled teeth are acceptable.

- **DRIVING RECORD:**

Applicant must have a valid Texas Driver's License. Must not have outstanding warrants.

- **RESIDENCE:**

All members of the Communications Division shall reside within twenty (30) minutes normal travel time of the Public Safety Department.

- **NEPOTISM:**

Relatives of the first, second, and third degree (consanguinity or affinity) shall not be employed by, appointed, or promoted into any position (including full-time, part-time, regular, and temporary) within the City. If employees become related after employment, it will be the responsibility of the employees affected to immediately notify their supervisor(s) and to come into compliance with this policy within sixty (60) days.

No person may be employed by, appointed, or promoted into any position (including full-time, part-time, regular, and temporary) within the City who is related within the second degree by marriage (affinity) or by the third degree by blood (consanguinity), to any member of the City Council.

*Relatives are defined as follows:*

**1. Consanguinity (Blood Relationships) -**

<u>1st Degree</u>	<u>2nd Degree</u>	<u>3rd Degree</u>
Father	Grandfather	Great Grandfather
Mother	Grandmother	Great Grandmother
Brother	Grandson	Great Grandson
Sister	Granddaughter	Great Granddaughter
Son	Uncle	Great Uncle
Daughter	Aunt	Great Aunt
	Nephew	Great Nephew
	Niece	Great Niece
	1st Cousin	2nd Cousin

**2. Affinity (Marriage Relationships) -**

<u>1st Degree</u>	<u>2nd Degree</u>
Spouse	Grandfather-in-law
Father-in-law	Grandmother-in-law
Mother-in-law	Grandson-in-law
Brother-in-law	Granddaughter-in-law
Sister-in-law	Uncle-in-law
Son-in-law	Aunt-in-law
Daughter-in-law	Nephew-in-law
Stepfather	Niece-in-law
Stepmother	Spouse of any of the above
Stepbrother	
Stepsister	
Stepson	
Stepdaughter	

## CITY COUNCIL MEMBERS

**Bob Howard** – Mayor

**Don Baker** – Council Member

**Vic Sober** – Council Member

**Scott Giddings** – Mayor Pro Tem

**Barbara Grandy** – Council Member

**Jane Kittner** – Council Member

**Keven Kehlenbach** – Council Member

## DEPARTMENT HEADS

**Shawn Oubre** - City Manager

**Donna Barkley** – City Secretary

**Mitch Davison** – Director of Community Services and Development

**John Norman** - City Engineer

**William Klump** – Director of Finance

**Janet Schaffer**– Arboretum/Family Center Manager

**Chief Bret Crook** – Public Safety Director

**Assistant Chief Larry Adams** – Public Safety Personnel and Training

**Todd Gill** - Public Safety Captain of Investigations Division

**Khalil El-Halabi** – Public Safety Captain of Patrol

**Sandy Bickel** – Public Safety Communications/Records Supervisor

**Malia Elkins** – City of Woodway Court Administrator

**Rod Goble** – City of Woodway Municipal Court Judge

**David Bass** – City of Woodway Municipal Court Alternate Judge

<p><b><u>Carleen Bright Arboretum</u></b>  Schelly Abel  Matthew Clafferty  Sandra Golliehair  Benjamin Lopez  Domingo Miramontez  Meredith Perry  Janet Schaffer  Pauline Woodward  Matthew York</p> <p><b><u>City Hall</u></b>  Rachel Adamson  Donna Barkley  Tracy Becker  Glenda Girard  William Klump  Holly Liles  Keith Lowrey  Amanda Meador-Harsh  Shawn Oubre  Russell Sones  Carrie Weaks</p> <p><b><u>Community Svc &amp; Development</u></b>  Randy Blackwell  Travis Briggs  Anthony Davis  Mitch Davison  Rodney Dieterich  Nathan Donnell  Terry Drake  Charles Fleet  Dale Glass  Joel Grisham  Victor Gutierrez  Charles Hinkley  Jordan Meyer  John Norman  Amy Novak  Brandon Olivarez  Kasia Redden  Jessie Resendez  Jeffrey Stinson  Cory Turnmire  Gordon Voges  Skylar Weaver  Walter Will</p>	<p><b><u>Public Safety Department</u></b>  Larry Adams  James Aguilar  Ty Anderson  Joshua Barron  Nathan Bauer  Ernest Bauman  Sandy Bickel  Michael Brummett  Edward Caldera  Bret Crook  Ruben Deleon  Elizabeth Donaldson  William Dudley  Dylan Eckert  Nelson Ehirim  Khalil El-Halabi  Malia Elkins  Chris Fagner  Justin Fulp  Todd Gill  Jason Graves  Taylor Groves  Mark Harter  Katrina Howard  Kyle Isbell  Stephanie Lander  Michele Lawson  Albert Lopez  Christopher Marek  Terry Mason  Jennifer Mathews  Andrew McGee  Tyler Miller  Ryan Murry  Jennifer Niemeier  Kelly Painter  Andy Petek  Jennifer Pfenninger  Kevin Potts  Sara Recindus  Chad Rivas  Nolan Schaffer  Amy Tillotson  Derek Wall  Jacob Williams  Justin Zang</p>	<p><b><u>Woodway Family Center</u></b>  Jamie Kent  Sileshi Smith  Will Thomas</p>
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# Woodway Public Safety Department

920 ESTATES DR. WOODWAY, TEXAS 76712 254/772-4470 FAX 254/772-9219

I, \_\_\_\_\_ have reviewed a current list of members of the Woodway City Council, the City Manager's Office, and Woodway City Employees. After careful review of these lists, I certify that I am not related in any manner described previously to any of these persons.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## **Woodway Fact Sheet:**

This fact sheet is provided to answer the many commonly asked questions concerning the Woodway Public Safety Department. We hope this will adequately answer questions you may have. If not, please contact Sandy Bickel at (254)772-4470. Thank you.

## **The City of Woodway has a City Council-City Manager form of government. Public Safety Personnel include:**

31 Authorized sworn paid personnel  
4 Reserve personnel  
12 Volunteer Fire personnel  
14 Civilian personnel

## **What will my salary be?**

Salary for Part-Time Communications/Records Specialist position begins at \$14.40/hr for 32 hours per week.

## **What are the normal working hours?**

Currently, Dispatchers work set shifts as follows: 7:00am-3:00pm, 3:00pm-11:00pm, 11:00pm-7:00am, and 7:00pm-3:00am.

## **Is my schedule subject to change?**

Yes. This is an emergency department, open 24 hours a day, seven days a week. To provide such continuous service, it may be necessary to rearrange personnel. Every attempt is made to provide as much advance notice as possible, but sometimes illness or family emergencies make it necessary to make changes on short notice.

## **Am I subject to on-call?**

Yes, all personnel are expected to respond to emergency call-outs. Annual evaluations include response to Fire/Rescue calls off duty. Emergency situations such as SWAT call-outs, major fires, or extended rescues can result in the entire department being called in.

## **What kind of people will I deal with?**

Part of the challenge of being a Public Safety Officer is the continual variety of situations and persons to be dealt with. They can range from calm and polite to hysterical and irate. This diversity is what

keeps the job interesting.

### **What are the steps in the hiring process?**

1. Pick up a packet from the department and review all the information provided.
2. Provide your driver's license information. Review must be within departmental guidelines.
3. Applicants who successfully complete this review will be notified of times to take a skills test and a typing test.
4. Complete and pass both tests.
5. Complete and return full application.
6. Pass background investigation
7. Pass review board.
8. Job will be offered, pending successful results from physical and psychological screening.

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**JOB TITLE:** COMMUNICATIONS & RECORDS CLERK I  
**DIVISION:** COMMUNICATIONS  
**DEPARTMENT:** PUBLIC SAFETY **CLASS CODE:** \_\_\_\_\_

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EXEMPT: \_\_\_ NON-EXEMPT: X EMPLOYEE: \_\_\_\_\_  
FULL TIME: \_\_\_ PART TIME: X SUPERVISOR: \_\_\_\_\_  
DIRECTOR: \_\_\_\_\_  
DATE: \_\_\_\_\_

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## DESCRIPTION OF WORK

**General Definition:** Receives and dispatches emergency and non-emergency calls to appropriate Public Safety personnel; operates the radio console and 9-1-1 telephone system; conducts computer searches, and performs other duties as assigned by the department head, or designee. Records work and alarm monitoring duties. Types all records work for department.

**Supervision Received:** Work is performed under the general supervision of the Communications/Records Supervisor.

**Supervision Exercised:** None.

**Examples of Duties:** Receives emergency calls, complaint calls, and reports, routine traffic calls by phone, radio or personal contact and refers the calls to appropriate Public Safety personnel or to other City officials to include paging. Receives 9-1-1 calls and takes the appropriate action to provide the emergency assistance needed. Dispatches public safety equipment, resources and personnel in response to emergency calls. Conducts computer searches through local, State and National files for possible wanted persons or stolen property and provides information to the requesting officer. Types, indexes, files and records various records, logs and reports on the specified form and in the specified format. Receives fines and fees and maintains accurate records of monies. Dispatches emergency public works units after normal working hours for the Community Services Department. Performs maintenance and cleaning of equipment, facilities and work area. Maintains records of information such as incoming/outgoing teletype and status of wanted persons and/or stolen property and writes reports. Maintains and updates computer entries for Fire Department

residential data sheets. Maintains/updates computer entries of emergency contact data sheets. Assists the general public in filing of various reports and in the payment of fines and fees; releases copies of reports. Assists Municipal Court personnel as needed. Performs special projects as assigned by the supervisor, Public Safety Director, or other authority. Participates in and performs duties in Civil Defense/Emergency Preparedness activities as assigned by the City Emergency Preparedness plan. Receives and dispatches alarm monitoring according to departmental procedures. Responds on SRT callouts when needed with supervisor.

## **MINIMUM QUALIFICATIONS**

**Knowledge:** Knowledge of departmental policies and procedures; knowledge of radio console, telephone system, and computer terminal methods, practices and procedures used by the Public Safety Department; knowledge of data entry procedures; knowledge of the City limit boundaries, street names, and their approximate locations; knowledge of computer search methods; knowledge of general office practices and cash collection and safekeeping; knowledge of the TLETS computer system; knowledge of ten codes and local codes; knowledge of laws facilitating the prioritizing and dispatching of calls; knowledge of Alarm Direct procedures.

**Skills:** Skill to communicate orally; skill to communicate in writing; skill in the use of radio dispatching equipment; skill in operating and entering data into the computer; skill to type a minimum of 45 wpm.

**Abilities:** Ability to respond to and apply established procedures for emergency situations; ability to ask clear questions to elicit desired information; ability to speak clearly and fluently; ability to establish and maintain effective working relationships; ability to communicate effectively with the public; ability to perform several tasks simultaneously; ability to, on a consistent basis, effectively and calmly respond to crisis situations; ability to obtain and retain eligibility for bonding. Perform duties acceptably after long hours (over 24) without sleep during emergency situations. Work any day of the week, any hour of the day, extra assignments as needed. Communicate effectively via police radio, telephone, and in person, with citizens, coworkers, supervisors, and instructors, including persons of diverse backgrounds, without bias or prejudice. Behave in a manner conducive to high morale; express enthusiasm for work assignments, environment, personnel, and management. Maintain an acceptable physical fitness level, including visual acuity correctable to 20/20 without color blindness, normal hearing range. Maintain appropriate uniform and acceptable personal hygiene. Must not pose a threat to the health and safety of self or others. Input, retrieve, and maintain information, reading from both computer screens and printouts. Maintain various card/paper files. Prepare monthly statistical reports by hand and by computer. Use and maintain departmental equipment safely and properly. Effectively share work information. Use of computer equipment in programming radio equipment and setting radio system parameters and use of calculator, typewriter and computer in developing

reports and correspondence. Make ethical decisions that conform to applicable laws, Departmental Policy Regulations, etc., without supervision. Work in a confined area remaining seated for long periods of time, entering data into various computer systems. Comprehend and apply city policies and procedures. Collect, accurately count money and make change. Answer and place telephone calls. Tolerate loud noise for prolonged periods of time from copiers, computer printers, radios and paper shredders, etc. Complete all reports and paperwork promptly, legibly, accurately, thoroughly, neatly, and with correct grammar and spelling. Follow through on assignments in a timely manner. Develop, utilize and recommend methods for work improvement. Observe and report hazardous conditions. Arrive at work on time; work in assigned area. Maintain work area neatly, safely, and in organized fashion. Display self-confidence and authoritative manner, with conduct reflecting favorably on the Department. Operate typewriter and other office machines such as fax machine, copier, scanners, computers, printers, telephone systems, recording systems, and other instruments or equipment used in dispatch duties. Type forms, charts, statements, confidential investigations, letters or memos prepared for signature by other supervisory personnel. Search files, assemble information. Arrange index and file cards, letters and documents. Lift, carry, hold, push and pull up to 30 pounds of office supplies and/or equipment. Lift, carry and store supplies or equipment into storage cabinets and shelves, 6-ft above floor level. Work well with the public and co-workers daily, communicating effectively, maintaining alertness, composure, helpful attitude and professionalism in all circumstances, including stress, verbal abuse, criticism and/or other adverse conditions. Begin and seek out work without supervision. Accurately and quickly enter information from the radio and phone into a computer.

**Education:** High school graduate or GED; training in data entry preferred.

**Experience:** A minimum of six months of experience in general office work involving data entry, use of computers and extensive customer contact. Any work related experience resulting in acceptable proficiency levels in the above required knowledge, skills and abilities is an acceptable substitute for the above specified education and experience requirements.

**Any work related experience resulting in proficiency levels in the above minimum qualifications is an acceptable substitute for the above specified education and experience requirements.**

**Licenses and Certificates:** Certification as a Dispatcher by the Texas Commission on Law Enforcement Officer Standards and Education. Class C driver's license and a driving record acceptable to the Department.

**THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED AND ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES, AND SKILL WHICH MAY BE REQUIRED. ALL EMPLOYEES ARE EXPECTED TO PERFORM TASKS AS ASSIGNED BY SUPERVISOR.**



# Woodway Public Safety Department

920 ESTATES DR. WOODWAY, TEXAS 76712 254/772-4470 FAX 254/772-9219

## JOB DESCRIPTION CERTIFICATION

I, \_\_\_\_\_, have been provided with a copy of the job description for the position of a \_\_\_\_\_. I have thoroughly read the entire description and I have been allowed to ask any questions that I might have.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE



**Woodway Public Safety Department  
Applicant Internet Use Questionnaire**

Applicant Name: \_\_\_\_\_

1. Do you have a current personal internet webpage, including Myspace, Facebook or other similar page?

Yes                       No

If the answer is yes, what is that website, including the web address and username that will allow the Police Dept. access during your background investigation?

Address: \_\_\_\_\_

Username: \_\_\_\_\_

2. Have you ever posted images or content, or has your image ever been posted on the internet in a way that would be considered inappropriate or at odds with the values of the Woodway Public Safety Department including nudity, semi-nudity or depictions of any illegal, immoral or otherwise inappropriate conduct on your part?

Yes                       No

If the answer is yes, explain whether the posting still exists, the nature of the posting and the web address, usernames and passwords where the posting is or was located.

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

By my below signature, I affirm the truthfulness and completeness of the responses given above and authorize the Woodway Public Safety Department to access and view any personal webpage's I have as a part of the background investigation being conducted on me as an applicant for the Woodway Public Safety Department.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date