

THE HIRING PROCESS

In order to begin a career as a 9-1-1 call taker, applicants must pass a rigorous multi-phase hiring process. As you will see noted multiple times in these instructions, it is crucial to be thorough, accurate, and honest at every step of the hiring process, beginning with your application and interview.



APPLICATION, ASSESSMENT, OBSERVATION

- To begin the process, applicants must submit a completed application through the City of Salem website.
- Prior to the application closing date, applicants must also:
 - Email wvcccareers@cityofsalem.net to request a link to the CritiCall test
 - Complete and submit an observation form for a “sit a long”: [Observation Application Form \(cityofsalem.net\)](#)

CRITICAL

- CritiCall is an assessment test that measures aptitude in multiple areas including:
 - Typing
 - Multi-tasking
 - Decision making
 - Problem solving
- For more information including practice tests:
 - [CritiCall911](#)
- You must pass this test to move forward.

OBSERVATION

The observation, also known as a sit-a-long, is a time for you to watch a 911 call taker in action. You will listen as they answer and process calls. This is a great time to ask questions and get a sense for the internal workings of the dispatch center.

- Plan for 2-4 hours of observation time
- Please do not bring your cell phone or other electronic device.

INTERVIEW

Upon successful completion of the above steps, you will be contacted to schedule an in-person interview. You can expect your first interview to be conducted by 2-4 panelists and to last approximately 30 minutes. If selected to move forward, the next step is the integrity interview.

INTEGRITY INTERVIEW

The integrity interview is conducted by one of our background investigators as a precursor to the full investigation. **It is important to be thorough and honest in answering the interviewer’s questions.** You can expect this to last 30-45 minutes.

SUITABILITY SCREENING

The suitability screening is the first part of the psychological evaluation. During this stage, you will be sent a questionnaire to complete. You will then need to come into the office to complete an online psychiatric screening test. If selected to move forward, the next step will be the background investigation.

To begin this process, you will be sent a link to an online system called Guardian, where you will have one week to complete the extensive Personal History Questionnaire and upload required documents.

BACKGROUND INVESTIGATION

As required by the State of Oregon, all Telecommunicators (9-1-1 call takers and dispatchers) must successfully complete a comprehensive law enforcement background investigation. This is a very time and labor-intensive process, lasting an average of 4-6 weeks, requiring the collection of a variety of official documents, contacts with relatives, friends, employers, neighbors, and others. You will work with an investigator during this time and can expect to meet with them in person at least once. You will be expected to respond promptly to any questions or requests for additional information. Candidates who successfully pass the background investigation will move forward to complete next steps of the psychological evaluation.

PSYCHOLOGICAL EVALUATION

The psychological evaluation is a specialized examination to determine whether an applicant meets the minimum requirements for psychological suitability for work as a Telecommunicator. The purpose is to ensure that the applicant is able to meet the psychological requirements to safely carry out the duties of a 9-1-1 call taker in high pressure and potentially distressing situations. Applicants who are deemed qualified will move on to the drug and health screening.

DRUG/HEALTH SCREENING

This is the final step in the hiring process before a candidate can receive a final job offer. The health screening measures hearing and vision to ensure minimum requirements. All candidates must successfully pass a drug test (including marijuana).

FINAL JOB OFFER

Upon successful completion of each of the above steps, the candidate will receive a final job offer letter with a start date for the in-house academy. Start dates will always be at least two weeks from the date of the letter.

ADDITIONAL INFORMATION

Each step in the process is a pass/failure, which means applicants must pass each step to move on to the next. If at any point you are not selected to move forward, you will be notified through your applicant profile on the City of Salem website. If an applicant is not selected to move forward after either the background investigation or psychological evaluation, we are unable to provide any further specifics, however there is no waiting period to re-apply.

For more information on the minimum standards for public safety telecommunicators in Oregon: [Oregon Secretary of State Administrative Rules](#)

If you require assistance, have questions, or need additional time to complete any of the required steps, please reach out to us at wvcccareers@cityofsalem.net. We are here to help!