



E-911 CENTER
Noel C. Taylor Municipal Building
215 Church Avenue, S.W. Room 152
Roanoke, Virginia 24011

**The E-911 Dispatcher hiring process has several steps, which are detailed below.
The hiring process for this position may take several weeks.**

1. Applicants submit an application to Human Resources for the E-911 Telecommunicator Trainee position. Applicants must include an email address on their application.
2. Human Resources contacts applicants via email to schedule them for CritiCall testing – the required pre-employment test for the position. CritiCall testing is held once a month.
3. Results of the CritiCall testing will be shared immediately with applicants. Those who pass CritiCall testing will complete a criminal history check release form at the testing site.
4. Applicants who pass the criminal history check will be notified by Human Resources and referred to the E-911 Department for an interview.
5. E-911 Center contacts applicants to arrange an interview date; applicants must bring their completed Personal History Questionnaire to the interview.* Interviews will be conducted by an interview panel that includes the Manager of the E-911 center. Applicants selected to continue in the process will be contacted by the E-911 Manager. Human Resources will notify applicants who are not selected by email or regular mail.
6. Observation period of four (4) hours in the 911 center will be scheduled for applicants.
7. Psychological screening is scheduled for applicants. Results of the psychological screening are sent to the City's Employee Health Clinic and the E-911 Manager.
8. A follow-up interview may be scheduled by the E-911 Manager, if necessary.
9. Applicants are offered conditional employment.
 - An extensive background check will be conducted by the Police Department.
 - Applicants are scheduled for a health screening with the City's Employee Health Clinic.
 - Applicants are provided a start date.

Please note:

- Notices will be provided throughout the selection process to applicants by Human Resources who are not selected. Applicants are eligible to reapply in the future if they are not selected.

** The Personal History Questionnaire is available online and does not need to be completed until after an applicant has passed CritiCall testing.*