



Surprise Police Department

14250 W. Statler Plaza, Ste 103

Surprise, AZ 85374

Phone (623) 222-4100

Fax (623) 222-4005

10 WAYS TO BE AN OUTSTANDING CANDIDATE

1. PREPARATION: You must prepare for **EVERY** stage of the hiring process. This includes the initial testing process, interviews, background investigation, etc. The prepared are noticed and so are the unprepared. Be noticed for the right reasons! Prepare for commonly asked questions through various resources and talking with others now working in the field. Diligent preparation often makes the difference between successful and unsuccessful candidates. You certainly can be the **BEST PREPARED** candidate!

2. FOLLOW APPLICATION INSTRUCTIONS: You must read and follow meticulously all instructions. Application and background forms must contain **all** required information. Failure to follow written or verbal instructions reflects poorly on the applicant, and in some cases may result in disqualification. Public safety positions demand rigorous attention to detail and thoroughness. Sloppy, incomplete and error-filled paperwork may indicate an applicant's lack of attention to detail and an overall lack of professionalism.

3. HONESTY: In all phases of the selection process, be completely truthful. This means providing total and complete information. Information provided at each step of the process is validated against information that was previously provided. Dishonesty in any form will result in immediate disqualification—and is the #1 reason candidates are eliminated from the hiring process! Integrity, honesty and trustworthiness are essential. **Honesty is your responsibility.**

4. COMMUNICATIONS SKILLS: Oral and written communication skills are critical in public safety occupations, and are emphasized in the testing process. Make eye contact with all panel members and practice concise, confident answers. Oral communication skills and the ability to establish rapport with an interview panel can be developed through practice and honest feedback from others.

5. KNOWLEDGE OF OCCUPATION & DEPARTMENT: Applicants must have a solid knowledge of the specific duties and demands of the profession, as well as knowledge of the City of Surprise and the Surprise Police Department. Good sources are the Department and City website, the Department's annual report, talking to Department employees, friends in the profession, and ride-a-longs. Failure to possess basic knowledge about the Department or the position being applied for indicates an applicant who is neither serious nor passionate about the profession or the Surprise Police Department.

6. PUNCTUALITY: Arrive at **ALL** appointments at least 15 minutes early. Develop a habit of being early. Arriving late for scheduled appointments will not be accepted. Anticipate any possible cause for a delay. Poor time management skills will reflect negatively on applicants.

7. PROFESSIONAL BUSINESS ATTIRE: Dress and groom professionally and conservatively during any interview: preferably a conservative business suit. You never get a second chance to make a first impression. The Surprise Police Department expects professional, conservative dress and grooming. If you are unsure what constitutes conservative attire and grooming, ask someone who knows.

8. CANDOR & SINCERITY: Demonstrate sincerity, candor, integrity, conviction and honesty. If you are not yourself, it will show. Avoid canned responses; we want to see who you are, how you think and what you value.

9. KNOW YOURSELF: Know why you want to work in public safety, and how your background, skills and aptitude indicate success in performing specific duties. The Surprise Police Department wants to know your capability and potential to address the various issues and challenges faced in public safety.

10. LISTEN CAREFULLY: Be an active listener, especially during the interview process. Listen carefully to the questions asked and think before you respond. Take a few seconds to formulate a thoughtful, concise answer. Active listening is a valuable skill in all jobs, especially public safety work.

Good luck to you as you pursue a career with the Surprise Police Department!



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Terry Young Chief of Police



PUBLIC SAFETY COMMUNICATIONS OFFICER INFORMATION

Thank you for considering the Surprise Police Department as a career choice. We consider your interest a compliment. Our Department is professional and progressive and always in search of career minded, qualified people to join our staff.

Applications must be submitted through the City of Surprise on-line application system, SOAR. The purpose of this phase in the recruitment process is to identify eligible candidates for potential employment. Failure to report for any phase of the testing shall result in disqualification from the current process. Re-application is permitted at any time, except for candidates disqualified for reasons of prior felony convictions or non-correctable selection criteria.

SALARY & BENEFITS

Public Safety Communications Officer: \$20.68 per hour (Starting Salary)

\$29.10 per hour (Top Salary)

- 11 Paid Holidays per Year
- Paid Time Off (PTO) accrued throughout the year
- Paid Overtime or Comp Time
- Deferred Compensation
- Health, Dental and Vision Plans
- Life Insurance Plans
- Arizona State Retirement Program
- Bereavement Leave
- Educational Tuition Reimbursement
- Promotional Opportunities

AN EQUAL OPPORTUNITY EMPLOYER



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ELIGIBILITY REQUIREMENTS

Before appointment, a person shall meet the minimum qualifications in compliance with the Surprise Police Department Administrative Policy #24.C.2.b. A thorough background investigation will be conducted on each candidate being considered for employment. This investigation will explore sensitive and confidential aspects of your personal life which may include current and prior employment, disciplinary actions, military service, driving, financial, and arrest history, illegal activities, substance abuse, emotional stability and mental health history, absenteeism, and personal conduct. Among the areas of concern which may result in a negative hiring decision are as follows:

- Falsification of information provided on the employment application or background investigation questionnaire
- Excessive Drug Use
- A history of conduct that would jeopardize public trust in the public safety profession
- Conviction of a felony or any offense that would be a felony if committed in Arizona
- Dishonorable discharge from the United States Armed Forces
- Illegal sale, production, cultivation or transportation of marijuana or any other dangerous drugs or narcotics
- Illegal use of marijuana for any purpose within the past three (3) years
- Illegal use of dangerous drugs or narcotics other than marijuana, for any purpose within the past (7) years
- Illegal use of dangerous drugs, narcotics, or marijuana other than for experimentation
- Pattern of abuse of prescription medication
- Conviction/adjudication of violation of traffic regulations governing the movement of vehicles with such frequency so as to indicate a disrespect for traffic laws and a disregard for the safety of other persons on the highway within the past three (3) years.

Surprise Police Department PUBLIC SAFETY COMMUNICATIONS OFFICER TRAINING REQUIREMENTS

All candidates **MUST** successfully complete the Public Safety Communications Officer Training Course consisting of three phases:

PHASE I: Telephone procedures:

- a) Non-emergency call taking
- b) Emergency call taking

PHASE II: Radio Operator Procedures on secondary channel

PHASE III: Radio Operator Procedures on primary channel

(Note: The Public Safety Communications Officer Course may take up to 39 weeks to complete. All Public Safety Communications Officers are required to obtain and maintain a Terminal Operator Certification. This certification is provided by the Surprise Police Department.)



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**SURPRISE COMMUNICATIONS OPERATORS
SELECTION PROCEDURES**

PHASE I

APPLICATION: The on-line application for employment and associated documents **MUST** be accurately and completely filled out and submitted to the City of Surprise Human Resources Department prior to the application-filing deadline.

WRITTEN EXAMINATION: Candidates will take an entry level written examination. Candidates **MUST** pass this examination to proceed further in the selection process.

CritiCall: Candidates will take a computerized examination designed to test their skills in the following areas: multi-tasking, decision making, data entry, oral and reading comprehension, sentence clarity, cross referencing, frequency of information/probability determination, short and long term memory recall, numerical ability, perceptual ability, spelling and vocalization summary. Candidates **MUST** pass this examination to proceed further in the selection process.

Preliminary Background Interview: Candidates will undergo an in-depth personal history review with a background investigator.

Oral Board: All candidates will appear before a question and answer panel where they will be evaluated on their communication skills, job related knowledge, professionalism and bearing. Candidates **MUST** pass this evaluation to proceed further in the selection process.

PHASE II

CONDITIONAL OFFER OF EMPLOYMENT: A conditional offer of employment will be made to candidate(s) who are being considered for employment. The conditional offer means that a candidate **MUST** successfully complete the remainder of the testing and investigation process before a **FINAL** offer of employment will be made to the candidate.

FINGERPRINT CHECK: Selected candidates will be fingerprinted and the prints submitted to the FBI and the Arizona Department of Public Safety

BACKGROUND INVESTIGATION: A thorough background investigation will be conducted on each candidate who is considered for employment. This investigation will be based upon information supplied by the candidate. You **MUST** be aware that sensitive or confidential aspects of your personal life may be explored.



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PHASE III

POLYGRAPH EXAMINATION: Select candidates will be given a polygraph examination by a licensed polygraph examiner. The candidate will be asked questions in the areas of:

- truthfulness and accuracy of information provided on the application
- criminal activity
- use or distribution of illegal drugs
- work history, including employment history, resignations, and terminations
- driving history

PSYCHOLOGICAL EXAMINATION: Selected candidates will be tested by a qualified professional to determine their psychological suitability for public safety work.

PROFESSIONAL STANDARDS REVIEW: The candidate's entire selection packet is reviewed by the Department's hiring managers and command staff and appropriate recommendations are made to the Chief of Police regarding the hiring potential of the candidate.

FINAL OFFER OF EMPLOYMENT: After the selection or hiring decision is made, a final offer of employment is made to the selected candidate(s). The candidate(s) will receive a new employee orientation appointment which will be the first duty day/start date. A short orientation period must be completed before beginning training.



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Tentative Applicant Timeline			
ACTIVITY	1ST MONTH	2ND MONTH	3RD MONTH
Posting			
Written Test	Week 4	Week 5	
CritiCall Test (Background Questionnaire Due)		Week 6/7	
Background Interview		Week 7&8	
Oral Board			Week 9
Conditional Job Offer			Week 9
Initiate Background Investigation			Week 9
Polygraph			Week 10
Written Psychological Exam			Week 11
Clinical Psychological Exam			Week 12
Final Job Offer			TBA