



Division of Law Enforcement and Safety
1415 Henderson Street
Columbia, South Carolina 29208

SELECTION GUIDELINES FOR 911 TELECOMMUNICATOR

The selection process used to hire 911 Telecommunicators by the University of South Carolina (University) Division of Law Enforcement and Safety (Division) is very thorough, and normally takes several months to complete. The process is designed to select the very best applicants who live by our values of integrity, accountability, excellence, and human life.

All elements of the selection process use only those rating criteria or minimum qualifications that are job related and are administered, scored, evaluated, and interpreted in a uniform manner. The hiring process is described below:

All entry-level positions at the Division will be posted on the University's jobs website at <https://uscjobs.sc.edu>. All applicants must submit their applications through this website and should ensure all personal contact information (i.e. telephone number and e-mail address) is current and correct. Resumes, cover letters, and other application documentation should be submitted to the University with the application and not submitted directly to the Division.

After the application has been reviewed and approved by the University for compliance with minimum qualifications, it and any other supporting documentation will be sent to the Division. Applicants for employment with the Division are directed to check the USC Jobs website for updates concerning the status of their application.

When the Division receives qualified applications from University Human Resources, these applications will be reviewed based on experience, education, and knowledge for the announced positions. After a review of these factors, individuals may be selected to attend an information session hosted by the Division. Applicants will be provided a Division supplemental application to be completed prior to the information session. This session will detail the hiring process, requirements and duties of the position, and other pertinent information related to the process. During this information session, applicants will also be required to sign a Release of Records form and a Conditional Offer of Employment form.

After the supplemental application is reviewed, selected applicants will be scheduled for a first interview. An applicant selected for a first interview will be required to provide specified documents to the Personnel Unit before the interview.

After the first interview, there will be a review of the applicant's paperwork, relevant experience, and recommendations from the interview panel members. Based on these results, applicants may be scheduled for a pre-employment polygraph examination. Applicants will be provided the topical areas for questioning prior to taking the polygraph examination.

Next, if selected to proceed, a thorough background investigation will be completed on the applicant. It is important for the applicant to notify their references that an investigator will be conducting interviews (both by phone and in-person), and to respond to requests for contact promptly.

Next, if an applicant is selected to proceed, he/she will take a personality questionnaire and be scheduled for an interview with a psychologist who specializes in law enforcement-related evaluations. This interview may require up to an hour and a half.

The next phase will be a 911 Telecommunicator skills test, which will evaluate your ability to multi-task and accurately recollect and communicate important information.

The next phase, if selected, will be an interview with members of the Division's Command Staff. This interview is scheduled Monday through Friday during business hours and may require up to one hour. If other documents are required for the selection process, an applicant will be asked to provide them to the Division at this time.

Lastly, there is a final review of the applicant's qualifications, documentation, interview scores, and testing results. Based on this review, applicants may be selected for final interviews with the Division's Chief of Police. This interview may require up to an hour. Within two business days of this meeting, an applicant can expect a decision regarding an offer of employment.

If an offer of employment is made, applicants will be required to submit to a drug screening, auditory, and vision test. After a final offer of employment is made, an applicant will generally be scheduled for an employment start date within two to four weeks of the final interview.

The employment start date usually corresponds to the start of a University pay period; therefore, there is limited flexibility on this date. However, if conflicts regarding the start date of employment exist, they may be discussed with the Division's Personnel Unit. If the applicant is anticipating more than two days of planned leave during the first six months of employment, the applicant should discuss this matter with the Division's Personnel Unit so scheduling adjustments can be considered.

Starting Salary

The pay schedule for all 911-Telecommunicator positions at the Division are set by the University's Office of Salary Administration and is non-negotiable.

| Position | Class | Salary | % Inc |
|----------------------------|-------|--------|-------|
| TCO Trainee | BA20 | 31,866 | |
| TCO | BA30 | 35,052 | 10.0% |
| TCO post probation (1 YOS) | BA30 | 36,805 | 5.0% |
| TCO 2 (2 YOS) | BA30 | 38,645 | 5.0% |
| TCO 3 (3 YOS) | BA30 | 40,577 | 5.0% |
| TCO 4 (4 YOS) | BA30 | 42,606 | 5.0% |
| Lead-TCO - BA30 | BA40* | 46,867 | 10.0% |
| Lead-TCO (1 YIR) | BA40* | 49,210 | 5.0% |
| Lead-TCO (3 YIR) | BA40* | 51,671 | 5.0% |
| Lead-TCO (5 YIR) | BA40* | 54,254 | 5.0% |
| TCO A.Mgr - BA40 | BA50* | 59,680 | 10.0% |
| TCO A.Mgr (1 YIR) | BA50* | 61,470 | 3.0% |
| TCO A.Mgr (3 YIR) | BA50* | 63,314 | 3.0% |
| TCO A.Mgr (5 YIR) | BA50* | 65,213 | 3.0% |
| TCO Mgr - BA50 | AH45* | 74,995 | 15.0% |
| TCO Mgr (1 YIR) | AH45* | 77,245 | 3.0% |
| TCO Mgr (3 YIR) | AH45* | 79,563 | 3.0% |
| TCO Mgr (5 YIR) | AH45* | 81,950 | 3.0% |

yos -years of service in comparable position (based upon employment date)

Frequently Asked Questions

Are there exclusions that would prohibit me from becoming a Telecommunicator at UofSC?

- ✓ No use of marijuana illegally in the previous 12 months;
- ✓ No cocaine or other illegal drug use in the past 2 years;
- and
- ✓ No felony conviction in previous 5 years.

What benefits are associated with these positions? These positions have South Carolina state employee benefits which include health insurance, enrollment in applicable South Carolina Retirement Systems programs, tuition assistance program, paid leave (annual and sick), and paid holidays (as defined by the University). More information on the [benefits package](#) can be found on the [UofSC website](#).

How will I know the status of my application? Applicants should log into the USC Jobs website to determine the status of their application. The system will update automatically once changes to application status have been made.

How long will the hiring process take? Hiring processes may require 2-3 months, depending on the position being filled and the number of qualified applicants received.

What style of dress should I wear? For formal interviews with Division staff, business attire is recommended; for all other appointments, business casual is acceptable.

If I am not selected for employment, how can I reapply? Applicants who are not selected for employment with the Division are invited to reapply via the USC Jobs website when subsequent job postings occur.

If hired, are there opportunities to work paid overtime assignments? Yes. There are optional paid overtime assignments for 911-Telecommunicators to work athletic events, concerts, and other special events. ** All Division personnel are required to work home football games and may be required to work unanticipated events such as natural or man-made disasters.

What hours will I be required to work? All new 911-Telecommunicators begin on permanent night shift with an opportunity to move to day shift as openings permit. The shifts are 12 hours from 6:45 a.m. to 6:45 p.m. and 6:45 p.m. to 6:45 a.m.