

Police Communications Operator

Hiring Process

Step 1



Online Application & Review

All applicants must complete the online application at ejobs.umd.edu. If you have questions about the application process, please contact the UMPD's HR department at HumanResources@umpd.umd.edu. Once we receive your application, a HR representative from the department will review it to ensure you meet the minimum qualifications for the position.

Step 2



Orientation and testing - CritiCall

Applicants who meet the minimum qualifications of the position will be sent an email invitation to attend an orientation to discuss the role of the Police Communications Operator position and to complete an online CritiCall test. CritiCall is used by many emergency service organizations to assess candidates on skills that are fundamental to the high-pressure situations that 911 dispatchers will encounter. Modules include decision-making, multi-tasking, memory, map reading, cross-referencing, and reading comprehension. Orientation and testing take approximately 2-3 hours. After orientation, applicants who pass the CritiCall test will be given a link to the Personal History Statement (PHS); to be completed and returned in approximately two weeks.

Step 3



Oral Board Interview

UMPD's Communications Manager will schedule an oral board interview approximately 2-3 weeks after you submit your Personal History Statement. An interview panel asks each candidate the same set of 10-12 questions using a structured interview format. Candidates are evaluated as "recommended" or "not-recommended".

Step 4



Background Check Evaluation

UMPD's background investigations team continues to review the information provided on your Personal History Statement including but not limited to criminal history, credit history, employment history, education verification, personal/professional references, and a home visit.

Step 5



Truth Verification

The Voice Stress Analysis (VSA) or Polygraph is used to confirm information that was presented in your background check and personal history statement, including employment history, crimes, drug use, use of physical force on another person, and any omissions, falsifications, or contractions in your personal history statement.

Step 6



Conditional Offer

A conditional offer is an important step in becoming eligible for hire. This means that a candidate is nearing the end of the background process and upon successful completion of the remaining examinations, will be recommended for hire.

Step 7



Psychological Exam

UMPD's background unit will arrange a psychological evaluation with the department's contracted licensed psychiatrist. During the exam, candidates are asked a series of questions regarding their work history, lifestyle, background, and any problems or concerns they may have regarding the position. The examination includes both a written examination and a clinical interview.

Step 8



Medical Examination

The medical examination will be arranged with the Backgrounds unit with an agency physician. You cannot obtain a medical clearance from your own physician. Medical examination aims to determine whether a candidate is medically qualified to perform the functional requirements of the position.

Step 9



Drug Screening

UMPD's background unit will schedule your urine drug test at a local lab.

Step 10



Final Offer of Appointment

Once you have been selected for hire, you will receive a formal appointment letter from UMPD's Human Resources representative, including your position title, start date, and salary. Onboarding and orientation will take place about one week prior to your start date.