

Clarity Before the Call: Pre-Hire Testing Screens for 9-1-1 Career Match

The Rogers Police Department in Rogers, Arkansas has a strong commitment to quality assurance, fostering a culture of continuous improvement where teams are motivated to compete and excel, supported by a partnership with GovWorx. Despite strong QA performance, staffing telecommunicators remained a constant challenge. The department maintains open positions and hires on a rolling basis.



With a four to six-month training program, the department often begins training as soon as a single candidate is cleared. The ongoing training classes create a significant investment of time and resources for each hire. Previously, candidate screening relied on a pre-testing tool that produced a numerical score, offering little insight into candidate fit or likelihood of training success. As hiring and training demands intensified, the department sought a more transparent, insight-driven approach to candidate evaluation, leading them to explore GovWorx's CommsCoach HIRE solution.

HIRE replaced guesswork with clarity, giving leadership and candidates greater confidence about who will succeed before training begins.

Solution

The Rogers Police Department adopted CommsCoach HIRE to bring greater insight and confidence to its hiring process.

HIRE evaluates nine core competency areas, including critical factors such as stress tolerance and resilience, capabilities essential for long-term success in 9-1-1 roles.

To establish meaningful benchmarks, the department had high-performing early-stage telecommunicators complete the assessment, helping define an ideal candidate profile. The assessment is now administered remotely, eliminating the need to schedule a 2.5-hour onsite testing session. This shift significantly reduced administrative burden while making the process more convenient for applicants.

Inside the ECC



90,000 calls per year



28 Telecommunicators
10 in Supervisory and Leadership Roles



Telecommunicators are cross-trained for call taking and dispatch and handle all emergency and non-emergency calls including police, fire and medical

Results

Since deploying CommsCoach HIRE, the Rogers Police Department has assessed candidates with immediate, meaningful results. Candidates now enter the process with a clearer understanding of the pace, responsibility, and stress of the telecommunicator role, an awareness that previously took months of training to develop.

As a result, some candidates self-selected out early, allowing the department to focus time and resources on applicants most likely to succeed. This early filtering helps avoid unnecessary interviews, background checks, and the high cost of starting a training “class of one” only to lose a trainee deep into a four- to six-month program.

- **After testing, some unsuitable candidates removed themselves from consideration**
- **Reduced time spent on interviews, background checks, and costly training for poor-fit candidates**



When I asked our current staff whether they understood what this job involved before they were hired, every one of them said no. The biggest impact of HIRE is that candidates now come in with a realistic understanding of the role on day one, instead of months of investment to reach that same level of awareness.

Kelli Latham

Deputy Communications Coordinator
Rogers Police Department, Rogers AR

A Bridge to Training Success

For the first time, the department has specific data in each of the nine competency areas. The test results allow for insight into the strengths and growth areas for each candidate. HIRE also provides visibility into stress resilience and helps identify candidates who may require additional support. Instructors will enter training with visibility into each trainee’s strengths and areas requiring focus, enabling more targeted, effective training and reducing the risk of costly late-stage attrition. The department’s first fully qualified candidate identified through HIRE is now preparing to enter training, signaling stronger hiring and training outcomes.



Find out how CommsCoach HIRE can find your next best candidate