

Dispatcher
APPLICANT INFORMATION PACKET



Applicant Name

**ALAMO HEIGHTS POLICE DEPARTMENT
APPLICANT INFORMATION PACKET**

INSTRUCTIONS TO THE APPLICANT

You have received this APPLICANT INFORMATION PACKET because you are interested in the position of DISPATCHER with the Alamo Heights Police Department. **This packet contains important instructions regarding the application process so please read it carefully.**

Applications for employment are not accepted until a job vacancy is posted in accordance with the City of Alamo Heights Employee Manual and the position has been advertised in a local newspaper.

This packet contains the following information:

- Application / Hiring Process
- Minimum Qualifications
- Job Description
- Salary and Benefits Summary
- Mission Statement, Vision Statement, Core Values, Goals
- Required Documentation Checklist
- Importance of Honesty Statement
- Duration of Employment Disclosure
- Authorization for Release of Personal Information
- Fair Credit Reporting Act Disclosure and Consent Statement

When a vacancy or vacancies exist, you may submit your Personal History Statement (also known as "application") and required documents by one of two methods listed below:

In Person

- Hand-deliver no later than 5:00 p.m. on the posted closing date to City of Alamo Heights, Human Resources, 6116 Broadway, San Antonio, TX 78209.

By Mail

- Must be postmarked or received by the City of Alamo Heights no later than 5:00 p.m. on the posted closing date. Please mail in a manila envelope, clearly marked "Police Dispatcher Application," and send to City of Alamo Heights, Human Resources, 6116 Broadway, San Antonio, Texas 78209

**** DO NOT FOLD APPLICATION OR DOCUMENTS ****

Faxed or e-mailed copies are not accepted and will not be retained by the City of Alamo Heights. Required documents must be completed in **black ink** or **typed**. Incomplete and/or illegible applications will terminate the application process.

Applications are kept active for a period of one (1) year from the closing date.

Your failure to properly complete and/or submit any of the required documents may result in disqualification of your application. Any deliberate omissions or falsifications of information may result in disqualification.

The City of Alamo Heights is an Equal Opportunity Employer and is firmly committed to treating employees and applicants for employment according to their experience, talent, and qualifications for the job, without regard to race, creed, color, national origin, sex, age [if at least age forty (40)] or disability (if otherwise qualified to do the job).

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APPLICATION / HIRING PROCESS

Below is an overview of the application / hiring process for the position of Dispatcher. Successful applicants will familiarize themselves with this process. Applicants should also familiarize themselves with the Mission, Vision, Values, and Goals of the Alamo Heights Police Department. An attachment of these subjects is provided.

PHASE I – APPLICATION AND PERSONAL HISTORY STATEMENT

Applicant shall complete and submit a City of Alamo Heights, Police Department Personal History Statement prior to the closing date for the position desired. All required releases and documents shall also be submitted with the Personal History Statement. Applications will be initially screened to ensure that all applicants meet the minimum standards for the position of Dispatcher. Those applicants who meet or exceed the minimum employment qualifications will be considered for participation in the selection process.

PHASE II – FINGERPRINTING AND PRELIMINARY INTERVIEW

Applicant will be given a date and time to be fingerprinted and photographed at the Alamo Heights Police Department. A preliminary interview will occur on the same date after being fingerprinted. The preliminary interview provides the applicant with an overview of the application process and your basic background information will be discussed. *Do not bring family, children, or friends to the interview.*

PHASE III – BACKGROUND INVESTIGATION

A complete background investigation is conducted into the applicant's general personal reputation, education, military history, arrest record, employment history, special qualifications and skills.

PHASE IV – CONDITIONAL JOB OFFER

Applicant(s) who are selected for consideration of employment after the preceding phases of the applicant process will be given a conditional job offer. The conditional job offer is not a guarantee of employment, but a conditional offer for employment as a probationary dispatcher contingent upon successful completion of subsequent phases of the applicant process.

PHASE V – MEDICAL PHYSICAL EXAMINATION

The applicant, following a conditional job offer, must be examined by a licensed physician as selected by the City of Alamo Heights and declared able to perform the essential functions of the job; and the applicant is required to pass a drug screen.

PHASE VI – FINAL REVIEW / INTERVIEW

Upon successful completion of the application process, the Chief of Police reviews each applicant's file and may interview applicant(s). Applicant(s) recommended by the Chief of Police are the presented to the City Manager for final approval.

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MINIMUM QUALIFICATIONS

1. Applicant must be a Citizen of the United States, by birth or naturalization;
2. Be at least eighteen (18) years of age;
3. Applicant must possess a high school diploma or its equivalent (GED) and have at least one year experience in public contact either in person or by telephone.
4. Applicant must be of good moral character;
5. Applicant must be able to read and write the English language;
6. Applicants must not have been discharged from any military service under less than honorable conditions specifically:
 - ❖ Under other than honorable conditions;
 - ❖ Bad conduct;
 - ❖ Dishonorable; or
 - ❖ Any other characterization of service indicating bad character.
7. Applicants must not have been convicted or have ever been on court-ordered community supervision, probation or deferred adjudication for any criminal offense of the grade of Class B misdemeanor within the last ten (10) years from the date of court order.
 - ❖ The applicant must not have been convicted or have ever been convicted on court-ordered community supervision, probation, or deferred adjudication for any criminal offense **above** the grade of Class B misdemeanor.
 - ❖ The applicant must not be currently under indictment for any criminal offense.
 - ❖ The applicant must not have been convicted of any family violence offense.
 - ❖ The applicant must not ever have been convicted at any time of a felony offense.
 - ❖ The applicant must not have been convicted of the offense of driving while intoxicated or driving under the influence of drugs within twenty-four months prior to making application.

To be eligible for employment as a dispatcher, the applicant must meet the following additional standards prior to appointment.

- Following a conditional offer of employment, the applicant must be examined by a licensed physician as selected by the City of Alamo Heights and declared able to perform the essential functions of the job; and the applicant is required to pass a drug screen.

All employees are required to meet all job standards and training requirements to maintain employment.

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SALARY AND BENEFITS SUMMARY

Salary: \$24,494.40 - \$36,741.60 annual depending on qualifications and experience.

Longevity Pay: The city values retaining good employees. As a result, the city will pay \$3.00 per month for each year worked.

Overtime / Holiday Compensation: Overtime pay for non-exempt employees is administered in compliance with state and federal laws and regulations. Overtime is paid at the rate of one and one half for hours worked in excess of 40 hours in a pay period. Non-exempt employees receive eight (8) hours compensation for city holidays in addition to any hours worked on the holiday.

Health: The City of Alamo Heights pays 100% of employee group health coverage. Dependent insurance is available at a cost to the employee.

Dental Insurance: The City of Alamo Heights pays 100% of employee group dental coverage. Dependent insurance is available at a cost to the employee.

Vision Insurance: The City of Alamo Heights pays 100% of employee group vision coverage. Dependent insurance is available at a cost to the employee.

Life Insurance: The City of Alamo Heights pays life insurance for the employee at the amount of one (1) year annual salary. Dependent insurance is available at a cost to the employee.

Retirement: The City of Alamo Heights participates in the Texas Municipal Retirement System (TMRS) and has elected the 20 year retirement plan at the current contribution rate of 6% / 2:1 match.

Leave: The City of Alamo Heights offers paid vacation and personal leave as well as other approved leaves of absence. Personal leave is accrued quarterly based on the employee's years of service. After one year of continuous service, employees are eligible to accrue annual leave bi-weekly based on the employee's years of service.

Training Opportunities: Paid leave, tuition, approved travel expenses to include room/board and transportation, and training supplies will be the City's expense for all approved training.

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**CITY OF ALAMO HEIGHTS
JOB DESCRIPTION**

POLICE DISPATCHER

**EXEMPT STATUS: Non-Exempt
SALARY RANGE: \$26,453.95-\$39,680.93**

JOB SUMMARY: Responsible for performing technical radio communications involving the deployment of police, fire and EMS personnel according to request for service.

The Police Dispatcher is assigned to the Emergency Services Center and reports to the Police Dispatch Supervisor. The Police Dispatcher is a non-supervisory position.

ESSENTIAL JOB FUNCTIONS

- Maintains communications with police, fire and emergency medical service personnel and provides necessary support to field personnel via radio, telephone, computer and MDT's.
- Deploys field personnel according to need and priority of the request for service.
- Maintains constant status of field units and updates dispatch information utilizing the computer assisted dispatch systems.
- Runs vehicle registration and stolen vehicle checks.
- Runs warrants and missing person checks on subjects.
- Operates computer keyboards and radio console equipment.
- Elicits, remembers, and accurately records vital information.
- Verifies driver's license identity, or vehicle ownership for patrol officers.
- Provides support to the vehicle impound lot. Enters abandoned vehicle impounds into TCIC as required. Maintains files on all impounded vehicles and releases impounded vehicles to owners providing proof of ownership and paying the required impound and towing fees.
- Performs duties as assigned.

EDUCATION AND EXPERIENCE:

- High School Diploma or a General Education Development (GED) Certification
- One year experience in public contact either in person or by telephone.

LICENSES OR CERTIFICATES:

- TCLEOSE Dispatcher Certification.
- Prefer TCIC/NCIC Certification or receive certification within one year of employment.
- Prefer a current and valid Telecommunications Operator Certification or receive certification within one year of employment.

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KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of basic telephone techniques and public relations.
- Ability to learn dispatch office procedures, practices and equipment.
- Ability to learn geographic features and streets within area served.
- Ability to learn applicable departmental procedures and policies related to proper police response, emergencies, etc.
- Ability to learn various types of computer formats and codes necessary to access, manipulate and relay information.
- Ability to learn standard radio broadcasting procedures.
- Ability to work under pressure, exercise good judgement and make sound decisions in emergency situations.
- Ability to operate dispatch and office equipment.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to perform more than one task at a time (talk-monitor radio transmissions and type), good short-term memory and ability to absorb and retain numerous formats, rules, regulations and procedures taught during training period.

PHYSICAL DEMANDS AND WORKING CONDITIONS:Physical requirements include occasional lifting/carrying of 5 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching and walking to perform the essential functions. Working conditions are primarily inside an office environment. Prolonged confinement to the immediate work area is required.

**This job description is not an employment agreement or contract.
Management has the exclusive right to alter this job
description at any time without notice.**

Revision Date: April 1, 2009

Mission Statement

The Alamo Heights Police Department is committed to developing a community partnership with an emphasis on integrity, fairness, and professionalism to positively impact the quality of life and promote a safe environment by resolving problems, reducing fear, enforcing the law and preserving the peace.

Vision Statement

A community environment where the public has full faith and confidence in its police department; it is an environment wherein citizens of the community believe that they are safe and secure in their homes and businesses; it is an environment wherein the criminal element does not feel safe and secure in its activities.

Core Values

- ⊕ Integrity – We are committed to uphold our positions of trust by maintaining the highest ethical standards as set forth in the law enforcement code of ethics.
- ⊕ Community Safety – We are committed to public safety through community partnerships, public education, community watch strategies, and the steadfast enforcement of violations of the law.
- ⊕ Service – We are committed to prompt, professional and courteous service, unbiased and effective in our response to community concerns.
- ⊕ Quality – We are committed to the highest standards of excellence through recruitment, training, teamwork, leadership, innovation, technology and accountability.

Goals

- Maintain positive interaction with the public and a high degree of visibility within the community.
- Educate the public to the community's role and responsibility in the prevention, detection, and resolution of crime.
- Develop and improve internal systems which assure high quality service to our community while increasing the Department's efficiency.
- Use innovative technology to maximize performance.
- Recruit and retain a diverse, highly skilled and motivated law enforcement workforce.
- Provide a rewarding work environment and invest in personnel development.

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REQUIRED DOCUMENTATION

The following is a list of documents required to be submitted with your Personal History Statement. All documents or copies of documents must be submitted on 8 ½" X 11" paper, not larger or smaller. If several small items are copied on one page, place them so that they all appear upright on the page when copied. All documentation will be submitted with your Personal History Statement by the established deadline. If a document does not apply to you then write "N/A" for Not Applicable. These documents and information are necessary to conduct your background investigation.

Required material not provided with the PERSONAL HISTORY STATEMENT may result in disqualification.

➤ Initial each entry to indicate the document is attached, if applicable.

- _____ Texas Driver's License
- _____ Social Security Card
- _____ High School Diploma or G.E.D. Certificate
- _____ Certificate of Live Birth
- _____ Naturalization Papers (if applicable)
- _____ Military Discharge Papers, DD214 (if applicable)
- _____ TCLEOSE and law-enforcement / dispatch related training certificates (if applicable)
- _____ College Diploma(s) (optional)
- _____ Resume (optional)
- _____ Letters of recommendation (optional)
- _____ "Required Documentation" Checklist
- _____ "Importance of Honesty Statement"
- _____ "Duration of Employment Disclosure"
- _____ "Authorization for Release of Personal Information"
- _____ "Fair Credit Reporting Act Disclosure and Consent Statement"

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IMPORTANCE OF HONESTY STATEMENT

The Alamo Heights Police Department is seeking applicants who demonstrate certain characteristics. Honesty is the most important characteristic that you must demonstrate. It is extremely important that you are completely honest in all of your answers. The importance of honesty from the time of application, completion of all documents and questionnaires, as well as during all interviews cannot be overemphasized. Failure to respond to any question truthfully, whether orally or in writing, will result in disqualification. Many applicants have been disqualified for dishonesty. While filling out documents you are cautioned to take your time, to be thorough, and to be specific in all your answers. If you have any doubt in your mind concerning a particular question, the answer is "Yes", include it. If you are unsure whether to include certain information, the answer is "Yes", include it.

You may think that something you have done will disqualify you from further consideration, it may or may not. What will certainly disqualify you is lying or distorting the truth. For example, an arrest (either when you were a juvenile or as an adult) may or may not disqualify you; however, lying about that arrest will disqualify you from further consideration. You may have been fired from a job that, by itself, may or may not disqualify you; however, lying about it will disqualify you from further consideration. The use of drugs, including marijuana, may or may not disqualify you; however, lying about it will disqualify you from further consideration.

I have read and understand the contents of this statement.

Applicant's Signature _____ Date _____

SWORN TO AND SIGNED BEFORE ME, ON THIS THE _____ DAY OF _____, 20_____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC

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DURATION OF EMPLOYMENT DISCLOSURE

As a general rule, all employees of the City of Alamo Heights are hired for an indefinite period of time, and either the employee or the City is free to terminate the employment relationship at any time, for any lawful reason, with or without notice.

If hired, I understand that I will be evaluated for a period of six (6) months of continuous employment. This period is termed the "Evaluation Period." I agree and understand that my employment may be terminated if either performance or conduct is unsatisfactory. I also understand that all benefits of employment are subject to change with or without notice.

If accepted for employment with the City of Alamo Heights, I agree to abide by all policies, rules, regulations, and procedures established by the City of Alamo Heights and the Alamo Heights Police Department.

I have read and understand the contents of this statement.

Applicant's Signature _____ Date _____

SWORN TO AND SIGNED BEFORE ME, ON THIS THE ____ DAY OF _____, 20____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC

**ALAMO HEIGHTS POLICE DEPARTMENT
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**CITY OF ALAMO HEIGHTS, POLICE DEPARTMENT
AUTHORIZATION FOR RELEASE OF PERSONAL INFORMATION**

TO WHOM IT MAY CONCERN:

I hereby authorize the **ALAMO HEIGHTS POLICE DEPARTMENT** and its authorized representatives bearing this release, or a copy thereof, within one year of its date, to obtain any information in your files pertaining to my employment, military, credit, education or medical records, including not limited to academic, achievement, attendance, athletic, personal history, and disciplinary records, medical records, and credit records.

I hereby direct you to release such information upon request of the bearer. This release is executed with full knowledge and understanding that the information is for official use. Consent is granted to all parties to furnish such information, as described above, to third parties in the course of fulfilling its official responsibilities. I hereby release you, as custodian of such records, and any school, college, university, or other educational institution, hospital, or other repository of medical records, credit bureau, lending institution, consumer reporting agency, or retail business establishment including its officers, employees, or related personnel, both individually and collectively, from any and all liability for damages of whatever kind, which may at any time result to me, my heirs, family or associates because of compliance with this authorization and request to release information, or attempt to comply with it.

I am furnishing my Social Security Account Number on a voluntary basis with the understanding such is not required by any law or regulation. I have been advised that all parties will utilize this number only to facilitate the location of employment, military, credit, and educational records concerning me in connection with this application. Should there be any question as to the validity of this release, you may contact me as indicated below:

Applicant's Printed Name (include maiden name)

Applicant's Social Security #

Applicant's Signature (including maiden name)

Applicant's Phone Number

Applicant's Address

Applicant's City, State, and ZIP Code

SWORN TO AND SIGNED BEFORE ME, ON THIS THE ____ DAY OF _____, 20____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC

PRINTED NAME OF NOTARY PUBLIC

My Commission Expires: _____

A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) is designed to promote accuracy, fairness, and privacy of information in the files of every "consumer reporting agency" (CRA). Most CRAs are credit bureaus that gather and sell information about you – such as if you pay your bills on time or have filed bankruptcy – to creditors, employers, landlords, and other businesses. You can find the complete text of the FCRA, 15 U.S.C. 1681-1681u, at the Federal Trade Commission's web site (<http://www.ftc.gov>). The FCRA gives you specific rights, as outlined below. You may have additional rights under state law. You may contact a state or local consumer protection agency or a state attorney general to learn those rights.

- **You must be told if information in your file has been used against you.** Anyone who uses information from a CRA to take action against you – such as denying an application for credit, insurance, or employment – must tell you, and give you the name, address, and phone number of the CRA that provided the consumer report.
- **You can find out what is in your file.** At your request, a CRA must give you the information in your file, and a list of everyone who has requested it recently. There is no charge for the report if the person has taken action against you because of information supplied by the CRA, if you request the report within 60 days of receiving notice of the action. You also are entitled to one free report every twelve months upon request if you certify that (1) you are unemployed and plan to seek employment within 60 days, (2) you are on welfare, or (3) your report is inaccurate due to fraud. Otherwise, a CRA may charge you up to eight dollars.
- **You can dispute inaccurate information with the CRA.** If you tell a CRA that your file contains inaccurate information, the CRA must investigate the items (usually within 30 days) by presenting to its information source all relevant evidence you submit, unless your dispute is frivolous. The source must review your evidence and report its findings to the CRA. (The source also must advise national CRAs – to which it has provided the data – of any error.) The CRA must give you a written report of the investigation, and a copy of your report if the investigation results in any change. If the CRA's investigation does not resolve the dispute, you may add a brief statement to your file. The CRA must normally include a summary of your statement in future reports. If an item is deleted or a dispute statement is filed, you may ask that anyone who has recently received your report be notified of the change.
- **Inaccurate information must be corrected or deleted.** A CRA must remove or correct inaccurate or unverified information from its files, usually within 30 days after you dispute it. However, the CRA is not required to remove accurate data from your file unless it is outdated (as described below) or cannot be verified. If your dispute results in any change to your report, the CRA cannot reinsert into your file a disputed item unless the information source verifies its accuracy and completeness. In addition, the CRA must give you a written notice telling you it has reinserted the item. The notice must include the name, address, and phone number of the information source.
- **You can dispute inaccurate items with the source of the information.** If you tell anyone – such as a creditor who reports to a CRA – that you dispute an item, they may not then report the information to a CRA without including a notice of your dispute. In addition, once you've notified the source of the error in writing, it may not continue to report the information, if it is, in fact, an error.
- **Outdated information may not be reported.** In most cases, a CRA may not report negative information that is more than seven years old; ten years for bankruptcies.
- **Access to your file is limited.** A CRA may provide information about you only to people with a need recognized by the FCRA – usually to consider an application with a creditor, insurer, employer, landlord, or other business.

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A Summary of Your Rights Under the Fair Credit Reporting Act (continued)

- **Your consent is required for reports that are provided to employers, or reports that contain medical information.** A CRA may not give out information about you to your employer, or prospective employer, without your written consent. A CRA may not report medical information about you to creditors, insurers, or employers without your permission.
- **You may choose to exclude your name from CRA lists for unsolicited credit and insurance offers.** Creditors and insurers may use file information as the basis for sending you unsolicited offers of credit or insurance. Such offers must include a toll-free phone number for you to call if you want your name and address removed from future lists. If you call, you must be kept off the lists for two years. If you request, complete, and return the CRA from provided for this purpose, you must be taken off the lists indefinitely.
- **You may seek damages from violators.** If a CRA, a user or (in some cases) a provider of CRA data, violates the FCRA, you may sue them in state or federal court.

The FCRA gives several different federal agencies authority to enforce the FCRA:

FOR QUESTIONS OR CONCERNS REGARDING:	PLEASE CONTACT:
CRAs, creditors and others not listed	Federal Trade Commission Consumer Response Center – FCRA Washington, D.C. 20580 202-326-3761
National Banks, federal branches/agencies of foreign banks (word “National” or initials “N.A.” appear in or after bank’s name)	Office of the Comptroller of the Currency Compliance Management, Mail Stop 6-6 Washington, D.C. 20219 800-613-6743
Federal Reserve System members banks (except national banks, and federal branches/ agencies of foreign banks)	Federal Reserve Board Division of Consumer & Community Affairs Washington, D.C. 20551 202-452-3693
Savings associations and federally chartered savings banks (word “Federal” or initials “F.S.B.” appear in federal institution’s name)	Office of Thrift Supervision Consumer Programs Washington, D.C. 20552 800-842-6929
Federal credit unions (word “Federal credit union” appear in institution’s name)	National Credit Union Administration 1775 Duke Street Alexandria, VA 22314 703-518-6360
State-chartered banks that are not members of the Federal Reserve System	Federal Deposit Insurance Corporation Division of Compliance & Consumer Affairs Washington, D.C. 20429 800-934-FDIC
Air, surface, or rail common carriers regulated by former Civil Aeronautics Board or Interstate Commerce Commission	Department of Transportation Office of Financial Management Washington, D.C. 20590 202-366-1306
Activities subject to the Packers and Stockyards Act, 1921	Department of Agriculture Office of Deputy Administrator-GIPSA Washington, D.C. 20450 202-720-7051

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**FAIR CREDIT REPORTING ACT
Disclosure and Consent Statement**

DISCLOSURE BY CITY OF ALAMO HEIGHTS

The Fair Credit Reporting Act requires that we disclose to you that we may obtain a consumer or investigative consumer report from a consumer reporting agency as part of our background investigation to determine your eligibility for employment and, after your initial employment, your eligibility for other positions. The investigation may include information about your criminal background and will be obtained solely for employment purposes. Before taking any adverse action based on the report, we will provide you a copy of the report and a description of your rights as a consumer under the Fair Credit Reporting Act.

CONSENT BY APPLICANT

I understand that upon written request to City of Alamo Heights, I will be informed whether an investigative consumer report was requested, and given full information as to the nature and scope of this investigation. I understand that an investigative consumer report is a report in which information concerning my character, general reputation, personal characteristics, or mode of living is obtained through personal interviews with neighbors, friends, or associates with whom I am acquainted.

I hereby authorize City of Alamo Heights to obtain a consumer report or an investigative consumer report on me as part of a pre-employment background screening process. If I am offered employment, I further authorize City of Alamo Heights to obtain additional consumer or investigative consumer reports on me for employment purposes at any time during my employment.

By my signature below, I also acknowledge that I have received a summary of my rights under the federal Fair Credit Reporting Act.

Name (Print): _____

Signature: _____

Date: _____

SWORN TO AND SIGNED BEFORE ME, ON THIS THE ____ DAY OF _____, 20____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC