POSITION: Emergency Services Dispatcher  
GS-2151-05  
US ARMY GARRISON  
Yuma Proving Ground  
Directorate of Operations  
Yuma, AZ  
85365

Open Date: 08 Mar 2022  
Closing Date: 15 Mar 2022

The United States Army Garrison is posting this advertisement for the subject position above under the US Army Garrison Direct-Hire Authority. The chosen candidate will serve as an Emergency Services Dispatcher supporting Yuma Proving Ground, Yuma, AZ. A selection will be made soon after the closing date. Selection of this position will be permanent made at the GS-05 grade level.

AREA OF CONSIDERATION: All US Citizens

SALARY: $36,118 - $46,953 per annum (includes locality pay)

DUTIES:
Serve as a Emergency Services Dispatcher performing dispatch duties and related administrative support duties as needed on the Yuma Proving Ground (YPG) installation. As an emergency communication system dispatcher, you will use various sources and tools to communicate and determine the nature of calls and the appropriate protocols to dispatch fire, police, and medical emergency services in the surrounding areas.

As an Emergency Services Dispatcher you will:

- Monitor and respond to Police radio transmissions.
- Ensure the organization’s strategic plan, vision, and values are communicated to and integrated into the team’s goals, objectives, and work plans.
- Relay information and messages to and from emergency sites.
- Operate the National Crime Information Center (NCIC) Terminal and operates the Army Law Enforcement Reporting and Tracking System (ALERTS) within the office.
- Operate a variety of radio transmitters and receivers.
- Utilize special computer programs within central dispatch.
- Answer and screen all 911 emergency calls.
- Compile information from the Fire Programs software system and reports that
information to the Officer in Command (OIC).

CONDITIONS OF EMPLOYMENT:

- You will be required to provide proof of citizenship.
- Male applicants born after December 31, 1959 must complete a Pre-Employment Certification Statement for Selective Service Registration.
- You must obtain and maintain a Secret Clearance.
- This position may require occasional TDY up to 5%.
- Direct Deposit of pay is required.
- Two year probationary period may be required.
- Multiple positions may be filled with this announcement.
- Position is subject to an alternate work schedule, which may require an uncommon tour of duty (including nights, weekends and holidays, 12-hour shifts 0600-1800 and 1800-0600 during the tour of duty). Shift work schedule will be determined upon entry of the position.
- Position requires certification as Telecommunicator I, Telecommunicator II, Emergency Medical Dispatch, and HazMat Awareness within 18 months of employment.
- This is a Mission Essential Position the incumbents are required to report for duty regardless of holidays, weekends, nights or conditions such as weather in which non-essential are not expected to report.
- This is a bargaining union position.
- Recruitment, Advance in hire maybe authorized.
- Relocation, Retention incentive is may be authorized.
- Payment of Permanent Change of Station (PCS) costs is not authorized.
- Information may be requested regarding the vaccination status of selectees for the purposes of implementing workplace safety protocols. For more information, visit https://www.saferfederalworkforce.gov/faq/vaccinations/.

QUALIFICATIONS:
In order to qualify, you must meet the experience and/or education requirements described below. You will receive credit for all qualifying experience, including volunteer experience. Your resume must clearly describe your relevant experience; if qualifying based on education, your transcripts will be required as part of your application. Additional information about transcripts is in this document.

You must meet the experience and/or education requirements below:

**Specialized Experience:** One year of specialized experience which includes experience answering phone calls. This definition of specialized experience is typical of work performed at the next lower grade/level position in the federal service (GS-04).

OR

**Education:** Four years of education above the high school level obtained in an accredited business, secretarial or technical school, junior college, college or university.

OR

**Combination of Education and Experience:** A combination of education and experience may be
used to qualify for this position as long as the computed percentage of the requirements is at least 100%. To compute the percentage of the requirements, divide your total months of experience by 12. Then divide your semester hours of education beyond two years (total semester hours minus 60) by 60. Add the two percentages.

HOW YOU WILL BE EVALUATED:
You will be evaluated on the basis of your level of competency in the following areas:

- Customer Service
- Emergency Communication
- Operating Systems

Your resume:
- Your resume may be submitted in any format and must support and highlight the specialized experience described in this announcement.
- For qualifications determinations your resume must contain hours worked per week, the dates of employment of the positions you worked that correspond to the experience stated in your resume, (i.e., HRS per week and month/year to month/year or month/year to present/experience) for each position listed. If your resume does not contain this information per position and experience, your application may be marked as incomplete and you may not receive consideration for this position.
- If your resume includes a photograph or other inappropriate material or content such as social media links, political or fraternity associations, it will not be used to make qualification determinations and you will not be considered for this vacancy.
- For additional information see: What to see in your resume https://www.usajobs.gov/Help/faq/application/documents/resume/what-to-include/

HOW TO APPLY:
Interested applicants must submit their resumes, transcripts, and foreign education evaluation documents (if applicable) to Maj Wheaton, email albert.e.wheaton.civ@army.mil by midnight, 15 Mar 2022. Please include “Resume for Emergency Services Dispatcher (GS-05) under direct hire authority” in the title of your email. Without this title your resume will not be considered.