

Police Dispatcher at City of San Luis in SAN LUIS, AZ

Job# 4075688 on azjobconnection.gov

Full-Time – Permanent

Pay Rate: \$15.78

Job Description:

Under general supervision, operates various communications equipment, answers and processes emergency and non-emergency calls, and dispatches public safety units.

Examples of Duties

ESSENTAIL FUNCTIONS:

The duties listed below represent the various types of work that may be performed. This is not a comprehensive listing of all functions and duties performed by incumbents. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Monitors emergency and general support radio frequencies.
- Receives emergency (911) and non-emergency calls from the public, dispatchers, and law enforcement agencies via multi-line telephones, walk-ins, and radio system.
- Records and routes emergency calls to appropriate authorities.
- Determines priorities of all calls and dispatches required units to non-emergency situations.
- Receives radio calls from field units.
- Transmits messages via radio, telephone, computer, fax, or other communication equipment.
- Makes inquiries to obtain requested information or services.
- Maintains status and location control of Police and Fire units and directs them to the scene of non-emergency situations.

- Uses various computer systems for data entry and information retrieval.
- Creates and maintains daily log of public safety communications activities.
- Performs related duties as assigned.

Knowledge of:

- Law enforcement terminology, codes, and procedures.
- Proper use and care of radio and telephone equipment.
- Rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters.
- The operation of communication equipment including radio, telephone, and automated information systems.
- Rules and regulations of the Federal Communications Commission applicable to the operation of radio receivers and transmitters.
- The principles and practices of emergency dispatching.
- Applicable Federal/State/County/City/agency laws, ordinances, and regulations.
- Principles and practices of effective employee management and supervision.
- Computers and specialized hardware and software for preparing reports and maintaining records.

Ability to:

- Operate communications equipment including radio, telephone, and automated information systems.
- Communicate clearly and concisely and accurately relaying details.
- Establish and maintain effective working relationships with others and interacting with the public.
- Understand and follow written and oral instructions.

- Handle multiple projects simultaneously and use good judgement in prioritizing work assignments.
- Effectively communicate verbal and written instructions by phone, police radio system or in person in a group or one-to-one setting.
- Think and act quickly and effectively in emergencies, and under stressful situations.
- Type 30 words per minute and 4606 keystrokes per minute.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 30 pounds unaided. Specific vision abilities required for this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public.

Work Environment

Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic

environment for uninterrupted periods of time. May occasionally be required to bend, reach, stoop, and lift objects.

Job Requirements:

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

High school diploma or G.E.D. equivalent. One (1) year as police dispatcher or equivalent clerical experience. The ability to type accurately at 30 words per minute (WPM) and 4606 keystrokes per minute (KPH) proficiently. Must have the ability to monitor emergency and general support radio frequencies. **LICENSES AND CERTIFICATES:**

A valid driver license is required at the time of application. A valid Arizona driver license is required at the time of appointment and must be maintained throughout employment. **SPECIAL REQUIREMENTS:**

- Must successfully pass a comprehensive background investigation and polygraph.
- Depending upon the needs of the City, some incumbents of the class may be required to demonstrate fluency in both Spanish and English as a condition of employment.
- The communications division operates 24 hours a day, 7 days a week, including Christmas, New Year's and other holidays. This position works rotating shifts that include nights, weekends, holiday and overtime, as needed. **HIRING PROCESS:**
- Background Packet Submittal
- Public Safety Computerized Skills Test
- Oral Board Interview
- Drug Screening
- Background Interview
- Polygraph Examination
- Psychological Examination

How to apply:

Go to <https://www.governmentjobs.com/careers/sanluisaz> to apply for this position. Follow instructions on site, including how to submit an application.