



City of Prescott
Employment Opportunity Announcement – IN HOUSE
Communications Supervisor

Pay Grade: 59 Pay Range: \$18.77 to \$26.28 DOQ/E plus benefits
FSLA Status: Non-exempt (Eligible for Overtime)

The City of Prescott, Arizona is seeking highly motivated, career oriented individuals to supervise members of the Regional Communications Center. Operated by the City of Prescott, the *Prescott Regional Communications Center* serves the majority of law enforcement and fire agencies within the region, including the City of Prescott Police and Fire Departments, Town of Prescott Valley Police Department, Yavapai Community College District, and the Central Yavapai, Chino Valley, Groom Creek, and Williamson Valley Fire Districts.

Work Schedule: The current schedule consists of three 12-hour shifts and one 6-hour shift. Shifts are rotated three (3) times per year. The shift length and configuration are subject to change.

Training and Experience: Experience equivalent to two (2) years as a full-time Communications Specialist and the ability to type 35-words per minute. Candidate must be proficient with the Arizona Criminal Justice Information System (ACJIS) (ACIC/NCIC), and possess Emergency Medical Dispatcher and TDD certifications.

Essential Duties: Supervise activities of Communications Specialists; recommend hiring and termination; train new employees; write and conduct evaluations; recommend disciplinary action; prepare employee schedules, assign work and monitor progress; guide and develop employees in accomplishing their duties and professional growth; investigate and resolve complaints; ensure equipment and databases are maintained and current. Supervise and handle emergency 911 telephone calls; listen to and address callers concerns; maintain contact with caller while dispatching calls to available Public Safety Personnel using Computer Aided Dispatch (CAD) system; maintain contact with caller until situation is resolved; relay information to and receive information from Public Safety personnel; interpret and process information; page emergency services such as fire/EMS. Page and/or telephone other Public Safety agencies for assistance as needed; access ACIC/NICIC computer system to obtain and input information on vehicle registration, driver license, outstanding warrant and criminal history; log all calls and results; maintain various files, logs and records; prepare and type various reports and lists; provide copies of logging tapes to authorized personnel as requested; have a good working knowledge of R-911; must proficiently implement Emergency Procedures in the event of a Center crisis. Provide direction and leadership during major Public safety incidents to Communications Specialists.

Knowledge and Skills: *Knowledge of:* Regional Communications Center administrative and operational policies and procedures, and applicable departmental, partner agency, federal, state, and local laws and ordinances; supervisory methods and techniques; local fire department/district automatic/mutual aid and statewide fire service mutual aid systems; principles and practices of the Arizona Criminal Justice Information System (ACJIS); applicable police and ambulance dispatch procedures and public safety agency rules, regulations and methods of operation; the code and plain-talk systems used by both law enforcement, fire, and emergency medical agencies; the operation of dispatch consoles, 911, two-way radio, TDD, computer, and records systems; the principals and practices of emergency dispatching, including emergency medical dispatching; the streets, highways, common-place names, and geography of

the region. **Skills in:** supervising, evaluating, training and motivating employees; planning, organizing and directing the work of employees performing varied operations connected with Public Safety activities and developing proper training and instructional procedures for those employees; reading maps, using computer keyboard, typing and maintaining electronic files and records; remaining calm during emergencies; interacting with several people from varying agencies simultaneously; assessing situations and acting in accordance with the level of urgency; negotiations; written communications for administrative and technical purposes; oral communications in one-on-one and group settings.

Physical, Hearing, Speaking, and Visual Ability: Sufficient to effectively and safely perform required duties and to safely operate required communications center equipment and city vehicles as needed, to clearly, concisely and effectively communicate in person and over two-way radios, computers, and telephones. Applicant must be free from mental disorders which would interfere with performance of duties as described.

Special Requirements: Candidate of choice must pass pre-employment drug, hearing, truth verification, and psychological tests; fingerprint and background investigation. Candidate of choice shall not have been convicted of a felony or any other offense that would be a felony if committed in Arizona; must possess a valid Arizona driver's license and reside within 45-minutes normal driving time of the Prescott Regional Communications Center.

Deadline: Applications must be received by 5:00 p.m. December 7, 2007.

Send application/resume to:

City of Prescott, Human Resources, 201 S. Cortez St., Prescott, AZ 86303
928.777.1347 928.777.1315 800.748.6205 TDD: 928.777.1100 Fax: 928.777.1213

Email: personnel@cityofprescott.net **Visit our website at:** www.cityofprescott.net

EOE/MF/V/H/D/NSE Posted: November 19, 2007

Para oportunidades de empleo con la Ciudad de Prescott, favor de llamar 928-777-1279.

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MAJOR BENEFITS FOR A FULL-TIME REGULAR EMPLOYEES: Twelve days annual paid vacation; Ten paid holidays; Paid sick leave; Paid employee health and life insurance; Retirement benefits; Deferred Compensation Plan; Social Security benefits; other optional benefits. PROBATION: An established probationary period must be satisfactorily served by each employee. NOTE: When advised, reasonable accommodations will be made in order for an "otherwise qualified applicant" with a disability to participate in any phase of the selection process.