



Announcement of Employment Opportunity Communications Specialist - **Lateral**

Pay Grade: 55 Pay Range: \$17.01 to \$24.41 DOQ/E plus benefits
FSLA Status: Non-exempt (Eligible for Overtime)

The City of Prescott, Arizona is seeking highly motivated, career oriented individuals to fill challenging positions in the Regional Public Safety Communications Center (PRCC). Operated by the City of Prescott, the PRCC 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, Williamson Valley Fire Districts, Walker Fire Association and Prescott Yavapai Tribal Police. Successful candidates will receive a competitive salary and benefit package and a rewarding career with opportunity for continued growth and advancement.

Work Schedule: The current schedule consists of three 12-hour shifts and one 4-hour shift. Each shift includes a weekend day off. An illustrative example of shifts would be: 12-hours Sunday, Monday and Tuesday and 4-hours on Wednesday. Days off would be Thursday, Friday and Saturday. 12-hour shifts are 6:00 a.m. to 6:00 p.m. or 6:00 p.m. to 6:00 a.m. Shifts are rotated three (3) times per year. The shift length and configuration are subject to change.

Experience: Must have completed two years of full-time experience in Police, Fire and EMD dispatching and type 40-words per minute. Must be currently ACJIS, ACIC/NCIC, EMD, TOC and CPR certified.

Essential Duties: Answer emergency 911 telephone calls; obtain information from callers who may be injured, confused or abusive; calmly, negotiate and communicate with callers to obtain needed, accurate information using established protocols; utilize the Emergency Medical Dispatch (EMD) System and provide life saving emergency medical instructions if necessary; utilize the 911 System and verify incident locations; utilize the Computer Aided Dispatch (CAD) System to determine the closest most appropriate emergency public safety responder(s) for deployment; utilize state-of-the-art console equipment to dispatch emergency responders within 60 seconds or less. Relay information to, and receive information from, firefighters, paramedics and law enforcement personnel; interpret and process information; page and/or telephone outside public safety agencies to assist as necessary; relay pertinent information to supervisors and communicate with on-scene incident commanders; maintain correct unit status and assure incident safety and coordination; maintain all automatic/mutual aid agreements and process requests as necessary; access the ACIC/NCIC computer system to obtain, input and verify information on vehicle registration, driver's license, outstanding warrants and criminal histories; follow and comply with all administrative and operational policies and procedures; interact with the public in a positive manner that exemplifies the PRCC's goals and mission statement; provide excellent customer service; attend communications center meetings, classes, drills and training sessions; log all calls and results; maintain various files, maps, logs and records information; prepare and type various lists and reports and completes assigned projects.

Knowledge and Skills:

Knowledge of: PRCC administrative and operational policies and procedures and applicable departmental, partnered agency, federal, state and local laws and ordinances; local fire department/fire district automatic/mutual aid and statewide fire service mutual aid systems; principles and practices of the Arizona Criminal Justice Information System (ACJIS) and 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: Reading maps, using computer keyboards, typing and maintaining electronic files and records; maintaining a composed and capable demeanor during emergency situations, assessing situations and acting in a professional manner in accordance with the level of urgency; recognizing and responding appropriately to a variety of situations to maintain security of the facility and the safety of emergency responders; multi-tasking and communicating using standard telephone and two-way radio equipment.

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, 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: Open Until Filled

Send application/resume to:

City of Prescott, Human Resources, 201 S. Cortez St., Prescott, AZ 86303
928.777.1284 800.748.6205 Fax: 928.777.1213

Email: hr@prescott-az.gov **Visit our website at:** www.cityofprescott.net

Posted: December 10, 2013

=====
MAJOR BENEFITS FOR FULL-TIME REGULAR EMPLOYEES: Fourteen (14) days paid time off; Ten paid holidays; Employee Health and Life Insurance; Short Term Disability; Long Term Disability and Retirement benefits; Deferred Compensation Plans; Social Security contributions; 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.