



Communications Specialist Trainee

Trainees begin at \$16.20 hourly

Pay Grade: 55 Pay Range: \$17.01 to \$23.81 per hour DOQ/E plus benefits

FSLA Status: Non-exempt (Eligible for over time)

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

Special Requirements: Must be able to work rotating 12 hour shifts, holidays, evenings and weekends. Candidate of choice must pass pre-employment drug, hearing, truth verification, and psychological tests; fingerprint and extensive background investigation. Candidate of choice shall not have been convicted of a felony or any other offense that would result in 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. Applicant must have a high school diploma or GED equivalent.

Experience: equivalent to one (1) year of full-time office support work and ability to type 40-words per minute. Candidate must successfully complete all required on-the-job training as a Communications Specialist Trainee within the first six (6) months of hire. Failure to successfully complete the training requirements within six (6) months may result in termination. Upon successful completion of training, the employee will advance to the position of Communications Specialist and compensation will be adjusted accordingly.

Preferable Experience in: the practices of the Arizona Criminal Justice Information System (ACJIS); Emergency Medical Dispatch (EMD), the code and plain-talk systems used by both law enforcement, fire, and emergency medical agencies; local fire department/fire district automatic/mutual aid and statewide fire service mutual aid systems; operation of dispatch consoles, 911, two-way radio, TTY, computer, records systems and bi-lingual skill. Preference points will be provided for applicants with previous public safety dispatching experience; EMD/EMT certification and fluent Spanish speaking ability.

Essential Duties: Answers emergency 911 telephone calls; obtains information from callers who may be injured, confused, or abusive; calms, negotiates, and communicates with callers, public safety personnel and other agencies to obtain, interpret, process and relay accurate information via department protocols utilizing Emergency Medical Dispatch (EMD) and Computer Aided Dispatch (CAD) systems, and may provide life saving emergency medical instructions through the 911 systems; accesses ACIC/NCIC systems to obtain, input, and verify information on vehicle registration, driver's license, outstanding warrant, and criminal history; follows and complies with all administrative and operational policies and procedures; interacts with the public in a positive manner that exemplifies the Prescott Regional Communications Center mission; attends meetings and training sessions as required; prepares and types various lists and reports, and completes other projects and duties as assigned.

Knowledge, Skill and Ability: Knowledge: Must have knowledge or familiarity of federal, state, and local laws and ordinances; local streets, highways, common-place names and geography of dispatching region.

Skill: Must have skill in reading maps, using computer keyboards, typing and maintaining accurate electronic files, records and reports; use of proper English, diction, grammar, spelling and punctuation; proven skill in proficiency, alphabetic, chronological and numeric filing systems; maintaining a calm professional demeanor in emergency situations; assessing situations and acting in an appropriate and professional manner. **Ability:** to interpret and give both verbal and written instructions clearly, concisely and effectively over radio and telephone; remain calm, think clearly and quickly assess and evaluate situations under pressure, organize thoughts, respond quickly and make sound decisions in emergency situations; use tact and patience while dealing with callers on 911, emergency and business lines; relate to and maintain cooperative working relationships with co-workers, management, the general public, safety officials and other government officials; perform two or more tasks concurrently; input and retrieve computer data quickly during stressful situations.

Physical, Hearing, Speaking and Visual Ability: Sufficient to effectively and safely perform required duties and to safely operate required Communications Center equipment 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.

Deadline: Applications must be received by 5:00 p.m., April 24, 2014.

Send application/resume to: City of Prescott, Human Resources, 201 S. Cortez St., Prescott, AZ 86303

928.777.1284 928.777.1315 800.748.6205 TDD: 928.777.1100 Fax: 928.777.1213

Email: hr@prescott-az.gov **Visit our website at:** www.cityofprescott.net Posted: April 7, 2014

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.