



TOWN OF COLORADO CITY

Notice of Employment Opportunity

PUBLIC SAFETY TELECOMMUNICATOR

Position Summary

Under the direction of the Hildale/Colorado City Communications Center Manager, uses radio, telephone, and computer systems to dispatch police, fire, medical, and other services to requesting agencies and the public; provides emergency medical information in response to medical emergencies; deals with sensitive and confidential information and is held accountable for the dissemination of that information. Because of the confidential, sensitive nature of the information handled, successful completion of a background investigation including fingerprints, is required. Candidates given a conditional job offer will be required to pass additional tests including hearing test, and pre-employment alcohol/drug test.

Essential Functions (Essential functions may include the following knowledge, skills, tasks, and other characteristics. The list of tasks is not a comprehensive listing of all functions and tasks performed by positions in this class.)

- Receives 9-1-1 and other emergency telephone calls from callers within Colorado City and Hildale and the surrounding areas, including medical, police, and fire emergencies.
- Prioritizes emergency telephone calls based upon the information provided. Must be able to elicit the appropriate information from persons who are in a highly stressful and emotional state of mind and be able to calm and reassure upset adults and children to effectively determine the location and nature of the situation and bring it to a successful resolution.
- Provides correct lifesaving instructions to persons located at the scene where life or limb may be at stake until relieved by emergency medical personnel at the scene.
- Correctly dispatches the appropriate agency by radio or telephone to incidents.
- Communicates with police officers in the field, using discretion, to dispatch appropriate or requested services and handles the officer's requests for vehicle registration, driver license information, criminal histories, etc. using the state and national computer systems.
- Receives initial complaints from citizens reporting criminal activity and determines if activity is an in progress call to ensure prompt response by field officers and maintains communications with the complainant to provide up to date information to the responding units.
- Tracks officer activity in the field, updating in real time using the Computer-Aided Dispatch (CAD) Computer System, and monitors officer's activities to provide safety and assistance if needed.
- Enters, updates, maintains, and retrieves information on the CAD system to provide effective and efficient public safety response to the community.
- Receives and dispenses information on city, state, and private property impounds, repossessions, stolen, and recovered vehicles using the NCIC computer system.

- Responds to citizen requests for information or refers it to the appropriate department or agency.
- Receives initial information requests from the news media and refers to the proper department or personnel to ensure release of timely and correct information.
- Communicates effectively on the radio and/or telephone while entering data into the computer system.
- Monitors radios for various public safety agencies and receives business, medical, and fire alarms and dispatches accordingly.
- Maintains and updates various instruction books and manuals.
- Operates standard office equipment, including photocopy and fax.
- Maintains good working relations with the public and with other public safety agencies.
- Responds to other agencies and organizations soliciting information.
- Performs other related duties as directed.

Pay Rate

\$14.50 to \$20.00 per hour.

Working Conditions

Sits at assigned station for long periods with some standing and walking. A small percentage of time may be spent lifting or carrying weights up to 20 pounds. Close working conditions and periodic loud noise level. Works within an organization structured on a military model, i.e., uniforms, chain of command, grooming standards, etc. Works shifts with rotating schedules, weekends, and holidays. Constant exposure to stress caused by fluctuating workloads, shift changes, rotating assignments, and dealing with people under crisis situations.

Qualifications

- At least 18 years old.
- High school diploma or equivalent.
- Successful completion of examinations or requirements as established by the City and the Communications Center, including a background investigation and police records check for all applicants.
- No felony convictions.
- Possess a valid driver license. A valid driver license shall be maintained throughout employment.
- CPR and Emergency Medical Dispatch and Public Safety Telecommunicator certifications. Certification on the criminal justice computer systems. Certifications must be completed within six (6) months of hire.
- All Certifications and Licenses required for the position shall be maintained throughout employment.

Knowledge of:

- Basic telephone etiquette.
- Departmental policies and procedures.
- Various emergency medical procedures and ability to give correct lifesaving instructions to persons.
- A variety of policies and procedures that apply to different emergency and non-emergency situations.

- The jurisdictions and boundaries applicable to the various agencies to ensure proper and timely notification.
- The geography, common places, streets and addressing systems of Colorado City, Hildale and the surrounding areas.

Ability to:

- Act with tact and impartiality at all times.
- Work rotating shifts, weekends, and holidays.
- Type minimum of thirty (30) words per minute (net).
- Exhibit initiative and problem-solving capability in coping with a variety of law enforcement, fire and medical situations. React to change positively and productively.
- Make decisions requiring immediate action.
- Communicate clearly and concisely, both orally and in writing.
- Read and write in English at a business level.
- Exercise good judgment and maintain self-control during periods of extreme stress.
- Handle negative comments and feedback from the public.
- Effectively communicate and relate to citizens, victims of crime, suspects, and co-workers.
- Work in a paramilitary organization which relies on guidelines, policies and procedures to govern the behavior of employees.
- Distinguish between a variety of policies and procedures that apply to different emergency and non-emergency situations.
- Establish and maintain effective working relationships with employees, supervisors, police and fire personnel, and callers.

The Hildale/Colorado City Communications Center offers a competitive salary, paid holiday leave, personal/vacation leave program, medical, dental, vision, life insurance, and other health benefits. A 401k contribution as a retirement benefit is being implemented. We do not participate in the state retirement system.

How to Apply

Applications are available at the Town of Colorado City, 25 South Central Street, Colorado City, AZ 86021. Applications may be requested from the Town Clerk at 928-875-9160 or clerk@tocc.us. In addition to the application, candidates shall submit a cover letter, resume and any supporting documentation. Applications should be submitted to the Town Clerk. The application period will remain open until filled.

THE TOWN OF COLORADO CITY IS AN EQUAL OPPORTUNITY EMPLOYER and does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services.