



## City of Prescott

### Employment Opportunity Announcement

### Communications Specialist Trainee

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.

**Work Schedule:** The current schedule consists of three (3) 12-hour shifts and one (1) 4-hour shift. Each shift includes a weekend day off. An illustrative example of shifts would be: 12-hours Sunday, Monday, 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 two (2) times per year. The shift length and configuration are subject to change.

**Training and Experience:** 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 on-the-job training as a Communications Specialist Trainee within six (6) months of employment. This training includes; Arizona Criminal Justice Information System (ACJIS) (ACIC/NCIC), Emergency Medical Dispatcher and CPR certifications. Upon successful completion of training, the employee will advance to the position of Communications Specialist and his/her pay adjusted accordingly. Failure to successfully complete the training requirement within six (6) months may result in termination.

**Essential Duties:** Answers emergency 911 telephone calls; obtains information from callers who may be injured, confused, or abusive; calms, negotiates, and communicates with the caller to obtain needed, accurate information to process the call using established protocols; utilizing Emergency Medical Dispatch (EMD) System, provides life saving emergency medical instructions if necessary; utilizing 911 System, verifies incident location; utilizing Computer Aided Dispatch (CAD) System, determines closest most appropriate emergency public safety responders for deployment; utilizing state-of-the-art console equipment, dispatches emergency responders within 60 seconds or less. Relays information to and receives information from firefighters, paramedics and law enforcement officers; interprets and processes information; pages and/or telephones other public safety agencies to assist as necessary; relays pertinent information to supervisor; communicates with on-scene incident commanders to provide assistance, maintain correct unit status, and assure incident safety and coordination; maintains all automatic/mutual aid agreements and processes requests as necessary; accesses ACIC/NCIC computer system 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; attend communications center meeting, classes, drills, and training sessions as required; logs all

calls and results; maintains various files, maps, logs and records information, prepares and types various lists and reports, and completes assigned projects.

**Knowledge and Skills: *Training will be provided on:*** Regional communications center administrative and operational policies and procedures, and applicable departmental, partner 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); 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, TTY, 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. Reading maps, using computers keyboards, typing and maintaining electronic files and records; maintaining a calm professional 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; 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 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.

Applicant must have a high school diploma or GED. Preference points will be provided for applicants with previous public safety dispatching experience; EMD/EMT certification and/or Spanish speaking.

**Deadline: Applications must be received by 5:00 p.m. April 15, 2011.**

**Send application/resume to:**

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

**Email:** [personnel@cityofprescott.net](mailto:personnel@cityofprescott.net) **Visit our website at:** [www.cityofprescott.net](http://www.cityofprescott.net)

EOE/MF/V/H/D/NSE

Posted: April 4, 2011

---

Louise Smith, Director PRCC

---

Mary Jacobsen, Human Resources Director

=====

MAJOR BENEFITS FOR ALL 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.