



City of Phoenix

Employment Opportunity
**Fire Emergency Dispatcher /
911 Operator**

www.phoenix.gov/jobs

ABOUT THIS POSITION

Fire Emergency Dispatchers are responsible for operating Computer-Aided Dispatching equipment to quickly and accurately receive and transmit information of an emergency nature for Phoenix and surrounding communities. Work involves answering and evaluating incoming 911 calls to determine appropriate level of fire or emergency medical assistance required, dispatching units, giving medical pre-arrival instructions and transmitting information and messages according to established procedures. Employees are expected to demonstrate excellent oral communication skills, multi-task efficiently in a fast-paced environment, handle emergency situations sensitively, and exercise considerable judgment under pressure.

RECRUITMENT DATES

Recruitment closes Friday, April 1, 2011. All materials must be received by 11:59 p.m. on this date.

SALARY

\$18.51 (minimum) - \$27.17 (maximum) hourly / \$38,501- \$56,514 annually.

JOB REQUIREMENTS

- One year of experience in public contact and clerical work, including general typing experience.
- A certification validating your ability to type 35 or more words per minute by April 27th, the day of the exam (**see study guide link below which includes information on how to obtain a typing certification**).
- An equivalent combination of relevant experience and education may be considered.
- Must be able to pass the Emergency Medical Dispatch Program and the CPR training course within three months of hire and must be maintained throughout employment.
- Working irregular hours, second and/or third shifts, weekends, holidays, and evenings will be required. New hires are required to work all shifts, including weekends and holidays, until assigned to a permanent shift.
- Must be able to perceive the full range of the color spectrum.

PREFERRED QUALIFICATIONS – The job requirements listed above, plus:

- Completion of Emergency Medical Technician coursework.
- Completion of Emergency Medical Dispatch coursework.

HOW TO APPLY

This recruitment requires you to apply online and pass a written exam to be eligible for these positions. You will also be required to obtain AND provide a certification of ability to type 35 or more words per minute (see study guide for more information) no later than the day of the exam.

AA/EEO/D Employer - 135 N 2nd Ave, Phoenix, AZ 85003 Job Line: (602) 534 – JOBS (5627)

This publication can be provided in an alternative format upon request.

Call: (602) 495-5703 Fax (602) 495-5498 TTY: (602) 261-8687



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STEP 1:

Read this entire job announcement and download the study guide for the exam at:

www.phoenix.gov/jobs/sq01820.pdf

STEP 2:

Register for the exam by applying online. Complete the required information and attach your cover letter and resume. Applying online will ensure that you are registered for the exam. You **MUST** be registered in order to be admitted into the exam. In your cover letter or resume, please describe your experience as it relates to the minimum qualifications stated above. **YOUR COVER LETTER AND RESUME, PLUS ANY OTHER REQUESTED MATERIAL, MUST BE IN ONE ATTACHMENT.** Only online applications are accepted for this position.

Everyone who submits an application by 11:59 p.m., Friday, April 1, 2011 will receive an invitation to the written exam. The written exam is scheduled for Wednesday, April 27, 2011. The exam includes multiple choice items on data checking, map reading, customer service, listening skills, and material from the study guide. If you do not receive your exam invitation by Friday, April 22, please call (602) 495-5703. Please do not call before April 22nd for exam information.

STEP 3:

A typing certification (refer to study guide for typing certification guidelines) must be submitted no later than the day of the exam. You may submit your typing certification in one of the following ways:

1. Bring it to the City of Phoenix Personnel Department HR Center prior to the day of the exam.
2. Bring it with you to the test site on the day of the exam.

STEP 4:

Take the exam. Bring your photo identification to the exam. You **must** submit your typing certification by the day of the exam. You should allow for up to 3 hours for this process.

WHAT YOU NEED TO KNOW

- For other important information related to employment with the City of Phoenix, please visit: www.phoenix.gov/jobs/info.pdf
- If you need assistance applying for this job, please contact our HR Center at (602) 262-6277.

REFERENCE

Fire Emergency Dispatcher, Job Code #01820, ID #4825, 3-21-11, AM, Benefits Code: unit3, Q, SG

City of Phoenix employees demonstrate continuous effort to improve operations, decrease turnaround time, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

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