



PIMA COMMUNITY COLLEGE
invites applications for the position of:

Public Safety Dispatcher

An Equal Opportunity Employer

SALARY: \$16.25 /Hour

OPENING DATE: 03/08/10

CLOSING DATE: 03/21/10 11:59 PM

POSITION SUMMARY:

The Public Safety Dispatcher works with limited supervision and is responsible for receiving concerns from the College community and/or the public and responding to emergency and non-emergency calls for service. This position requires a high amount of time sitting and the ability to work alone while being available to deal with internal and external customers.

Please attach a letter of interest, not to exceed two pages, which demonstrates knowledge, skills, and abilities that relate to the requirements of this announcement.

DUTIES AND RESPONSIBILITIES:

- Learn material and pass required tests for certification
- Receive, coordinate, and disseminate calls for emergency and non-emergency services and/or information internally and to external agencies in support of a 24/7 certified police agency
- Prioritize incoming calls, determine type of response needed, and dispatch personnel and/or services as appropriate in accordance with established procedures
- Obtain complete and accurate information in crisis and emergency situations
- Verify and input confidential information into a variety of law enforcement computer networks to ensure current, accurate records
- Maintain access to, and security of, highly sensitive materials
- Adhere to applicable laws and regulations regarding confidentiality
- Monitor multi-frequency radio system while answering and screening incoming multi-line telephone calls in order to monitor and coordinate field unit activity
- Monitor equipment, such as alarm systems, 24-hour recorder system, and dispatch equipment to ensure they are working properly
- Conduct periodic welfare checks by radio of other DPS personnel
- Operate computer terminal, monitor fire/security alarms
- Operate multi-channel radios, computers, multi-line telephones, and text telephone type (TTY) equipment
- Access databases to respond to inquiries from a variety of sources
- Perform official law enforcement and judicial support tasks such as data entry of police and various other reports, warrant entry, and validation
- Enter, update, and retrieve information from teletype networks and computerized data systems regarding wanted persons, stolen property, vehicle registration, and stolen

vehicles.

- Provide support for police officers, other College employees, students, and the public
- Communicate clearly both orally and in writing sufficient to receive and convey instructions to perform the duties of the job
- Communicate with co-workers, other departments, other agencies, and the public to obtain or provide information, including assisting at the visitor's window
- Provide quality customer service
- Demonstrate interpersonal skills in interactions with coworkers, supervisors, the College community, and the general public
- Maintain computer logs and records

JOB REQUIREMENTS:

- High school diploma or General Equivalency Degree
- Must be U.S. citizen, minimum of 18 years of age at time of application, no felony convictions
- Three years work related experience to support tasks listed in the duties for this job announcement
- Type a minimum of 35 wpm with no errors
- Arizona Criminal Justice Information System (ACJIS) certification and dispatch experience preferred
- Some nights, weekends, and holiday work hours may be required

In addition to the interview process, the successful candidate must successfully pass:

- Arrests and warrants check
- Audio/written test
- Typing test - 35 wpm with no errors
- Fingerprint check
- Intensive background investigation that includes disclosure of applicant's use of illegal drugs or controlled substances
- Polygraph
- Required Arizona Criminal Justice Information System (ACJIS) certification within six months of being hired

Employment for this position will be contingent upon the successful completion of all steps of this process.

Training will be provided to the successful candidate on:

- Multi-channel radios
- Computer and associated software applications and equipment
- Multi-line telephones
- Police radio codes and procedures
- Methods to obtain complete and accurate information in crisis and emergency situations
- Text telephone type (TTY) equipment
- Public safety dispatching and call taking
- Computer Aided Dispatch (CAD)
- Tucson Police Department database (RMS)
- Pima Community College student and employee database

The successful candidate will have following knowledge, skills, and abilities:

- Provide quality customer service
- Clear, concise verbal and written communication
- Reading comprehension
- Critical thinking, problem solving, and decision making
- Work prioritization and performing multiple tasks
- Record keeping using automated systems and software
- Develop positive interpersonal relationships

DIRECTIONS FOR APPLYING AND OTHER IMPORTANT INFORMATION:

Physical Requirements:

- Reach, finger, talk, hear, see, and repetitive motions.
- Exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects
- Work in a confined area with long periods of sitting or standing as well as frequently working alone

To assure that your application will be considered, please be certain to:

- Make sure the application is complete and that ***no fields*** have been skipped
- Do not use "see resume" in place of filling a field
- Account for and describe all gaps in employment
- Attach all documents requested in the job announcement
- Items ***not requested*** cannot be considered as part of your application
- **OPTIONAL for STAFF opportunities at time of application, required at interview:** Attach unofficial copies of transcripts for all post-secondary degrees cited in your application package.

If you experience any difficulties with the attachments, please call 1.888.neogov1, x201 (1.888.636-4681, x201) for technical assistance.

Human Resources Contact: Maureen Hawkins, email: mghawkins@pima.edu

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.pima.edu>

Job #1001MHS2
PUBLIC SAFETY DISPATCHER
MH

OUR OFFICE IS LOCATED AT:
4905 E. Broadway Blvd. Bldg D. Suite 102
Tucson, AZ 85709
520-206-4624
520 206-4623
humres@pima.edu