

POLICE DISPATCHER

Salary

\$21.83 - \$29.48 Hourly

Location

Chandler, AZ

Job Type

Fulltime-Regular

Department

Police

Closing

9/13/2020 11:59 PM Arizona

Description

The City of Chandler Police Department is currently seeking qualified individuals to fill the full-time positions of **POLICE DISPATCHER**. The Chandler Police Communications Unit is open 24 hours a day, 365 days per year. **These positions are required to work various schedules to include days, swings, nights, weekends and holidays.**

Classification Summary:

The primary function of an employee in this class is to answer emergency and non-emergency calls for police and other city services using a multi-line telephone and 911 systems. Employees in this class are responsible for fast, efficient and accurate receiving, dispatching and processing of calls and messages from and to police vehicles and personnel on an assigned shift. This class is subject to shift work and must be able to work nights, weekends, and holidays as required.

Essential Functions (list not exhaustive):

- Receives, evaluates, and prioritizes requests for emergency and non-emergency service from the public and police agencies, City departments, and other callers;
- Interviews all emergency callers to determine the nature of the emergency, location of the incident, other related information and the need for dispatching of emergency assistance using a multi-line telephone system according to established rules and procedures;
- Processes the requests received according to procedure; determines as much information as possible from the requestor to enable the most appropriate agency of responsibility and the most appropriate level of response;
- Determine the number of units, and which units, to dispatch and other necessary emergency and non-emergency equipment and personnel to aid officers in the field or the general public in emergency and non-emergency situations. Consider such factors as time of day, description and location of calls, beat unit available, and probable degree of hazard to the responding units;
- Establishes a priority to each request in accordance with established guidelines and enters the request into the Computer Assisted Dispatch (CAD) system for dispatch;

- Maintains telephone contact with callers in evolving situations until the arrival of personnel who take command of the incident;
- Determines from phrasing, vocal stress, and level of cooperation the condition of the caller to provide a proper level of response to the request to ensure the safety of the caller and responders;
- Types information into CAD computer masks and files either as reference material or current information pertaining to calls; accesses multiple CAD files to obtain or insert information;
- Conducts research, enters, updates and retrieves information from computerized databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other related information.

Minimum Qualifications:

- High school diploma or GED equivalency; and
- Two (2) years' experience in a high volume data entry and customer service environment; and
- Type accurately at 40 words per minute with no more than a 10% error rate; and
- Obtain and maintain the Terminal Operator Certification level A by the Department of Public Safety within six (6) months of hire or promotion date; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Desired Qualifications:

- Experience in the operation of telecommunication equipment, computers, or radios preferably in a public safety environment;
- Experience and/or training in police dispatch or related field.

Hiring Process:

- Background Packet Submittal
- Public Safety Online Computerized Skills Test
- Oral Board Interview
- Background Interview
- Polygraph Examination
- Psychological Examination
- Drug Screen
- Police Chief Interview

The positions available are regular full-time positions and are subject to a one (1) year probationary period. A register of qualified candidates will be active for six (6) months should another position become available.

The City of Chandler Police Department conducts pre-offer drug/alcohol test and background checks as a condition of employment. All offers of employment are contingent upon acceptable results. The examination process may vary if determined necessary. Any applicant not permanently disqualified, may reapply at the next open recruitment.