**CITY OF FLAGSTAFF**

Flagstaff is the largest community in the high country and is the county seat for Coconino County, the largest county in the United States. A historic Route 66 town, Flagstaff is ideally located at the juncture of Interstate 17 and Interstate 40. Though still reflecting a small town atmosphere, it maintains a selective growth plan with new expansion programs underway.

The City of Flagstaff is Northern Arizona’s Employer of Choice! Our City government is devoted to enhancing the quality of life of our citizens and the experience of the many visitors who are attracted to Northern Arizona.

**Date Posted: July 2, 2018**

**Vacancy No: 002-18**

**Position Title: Police Emergency Communications Specialist**

**Division / Section: Police/Support Services**

**Position Status: Full Time, FLSA Non-Exempt, Tenure and Benefit Eligible**

**Work Week: Shift work rotating every 4 months for Communications Center operating**

**24/7/365**

**Salary Range: $21.5689 per hour; $225 Uniform Allowance per quarter**

**Closing Date: Open Until Filled**

**Thank you for considering an exciting career with the Flagstaff Police Department in the Flagstaff Communications & 911 Center. The selection process includes an intensive background check, polygraph and MMPI testing, physical exam, Drug & Alcohol and a CritiCall Test.**

**Applicants: please print and complete the following documents in your own handwriting:**

* [City Application](http://www.flagstaff.az.gov/DocumentCenter/View/45295)
* [Police Department Background Questionnaire](http://www.flagstaff.az.gov/DocumentCenter/View/51167)
* [Recruitment Analysis Form](http://www.flagstaff.az.gov/DocumentCenter/View/45296)

These documents may also be picked up at the Human Resources office. All of these documents must be handwritten and the background must be notarized in order to participate in the selection process. The completed forms should be mailed or delivered to Human Resources at 211 West Aspen Avenue, Flagstaff, AZ, 86001. Once these two requirements are met (completed written exam and above documentation), you will be contacted by our Hiring Coordinator and notified of next steps in the selection process. Actively supports and upholds the City’s stated mission and values. Performs interactive law enforcement, fire and medical communications related duties with members of the public and users of the 911 Center.

Under supervision of a Police Emergency Communications Specialist Supervisor, employees of this class are responsible for simultaneous operations including: answering a multi-line phone bank with primary 911 PSAP functions, operation of multi-channel radios, Computer Automated Dispatching (CAD) system, records management system (RMF) and Arizona Criminal Justice Information System (ACJIS) records processing. Incumbents are responsible for receiving, coordinating, and disseminating critical information from and to multiple sources/resources within acceptable time frames. Works in a 24/7 operational environment.

This position is FLSA non-exempt.

**EXAMPLES OF THE WORK PERFORMED (ILLUSTRATIVE ONLY)**

* Provides excellent customer service to both internal and external customers.
* Answers, evaluates, and prioritizes incoming phone calls including 911, administrative, "hot lines," TDD, and general public inquiries.
* Creates calls for service from calling parties (by typing via keyboard) and advises and assigns appropriate response units, providing concise information; or may transfers callers to correct jurisdictions for service responses
* Utilizes multiple radio frequencies and telephone to orally communicate clear, concise information for response by field units including law enforcement, fire, and medical. Coordinates initial and on-going informational elements with units of all services. Tracks and maintains location and status of all field units.
* Interprets incoming information for accurate geographical locations; reads and reviews CAD maps and other physical city, county, state, and US map data to ensure accurate and appropriate responses. Utilizes map data to assist law enforcement, other criminal justice agencies, fire, and medical staff needs for response or other functions.
* Retrieves from and enters information into the ACIC/NCIC automated files by typing information into the correct masks or utilizing the correct alpha-numeric string format. Evaluates returned information for proper dissemination and further action to requesting units.
* Utilizes the National Academies of Emergency Dispatch (NAED) Emergency Medical Dispatching (EMD) system to provide self care steps and information to callers during medical emergencies prior to the arrival of medical professionals.
* Coordinates activities, aid, and mutual aid via telephone and/or radio with other essential and specialized functions such as City, County, and State Street and Highway maintenance departments, domestic animal, wildlife (Game and Fish) and livestock control, Search and Rescue, METRO, GITEM, I.E. Helicopters, Wildland Fire Operations (USFS), electrical and natural gas utility companies, railroads (BNSF), adjacent law enforcement agencies, fire departments, and/or other groups upon request or by evolving need.
* Monitors a variety of communications equipment (radio, telephone, CAD) to ensure proper function. Assists in troubleshooting as required and reports failures or problems with any system. Tests equipment as needed.
* Utilizes Records Management System (RMS) data (by retrieving, reviewing, and interpreting) on behalf of all users and customers. Enters some data into system for tracking purposes.
* Understands and applies all appropriate policies, procedures, or orders as they apply. Incorporates mission and value statements into manner of operation during daily work flow. Reviews and complies with updates and changes to work flow published via memo book, email, or other devise. Utilizes correct forms and work flow to communicate information inter or intra departmentally.
* Maintains confidentiality of work related information.
* May train newly hired Emergency Communications Specialists.
* Prepares the necessary forms to record disposition of complaints handled by departments.
* Performs data entry and some clerical duties.
* Performs related duties as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

* Ability to communicate effectively with all callers obtaining complete information to determine level of response and proper jurisdiction for indicated needs including law enforcement, fire, and medical.
* Ability to function and provide excellent customer service in an environment often defined by the affects of emotionally charged emergency calls for service.
* Ability to communicate clearly, concisely, tactfully, and effectively both orally and in writing.
* Ability to work independently, exercise good judgment under stressful conditions, and multi-task in a fast paced environment.
* Ability to operate computer based systems via competent keyboarding and mouse skills - radio, telephone, CAD, and other applicable processes as identified or utilized.
* Ability to establish and maintain effective, professional relationships with customers, co-workers, and all cooperating groups.
* Ability to work within chain of command structure.
* Ability to work varying shifts including days, evenings, nights, weekends, and holidays.

**MINIMUM REQUIREMENTS**

* High school diploma or G.E.D.
* Two years of multitasking experience
* Two years of computer experience
* Minimum typing speed of 35 words per minute.
* Any combination of experience and training predicting the ability to successfully fulfill the required knowledge, skills, and abilities.

**DESIRED EXPERIENCE AND TRAINING**

* College coursework or degree in a related field.
* Familiarity with Coconino County geography.
* Familiarity with Microsoft Windows workstation environments.

**OTHER REQUIREMENTS**

* Must recognize and accept the expectation of ethical and law abiding behavior in both professional and personal life, as an example to the public you serve.
* Ability to pass an extensive police background investigation, including a psychological profile test, polygraph test, physical and pre-employment Drug & Alcohol Screening
* All emergency service employees shall maintain their principal residence within a prescribed area. The prescribed area shall be defined as a 12-mile radius from City Hall or 35 miles eastbound, westbound, and southbound from the I-17 and I-40 exchanges with a five mile wide corridor (2 ½ miles on each side).
* Ability and willingness to work all swing shifts, including days, evenings, graveyards, weekends, and holidays.
* Ability to wear a uniform.
* Must possess, or obtain upon employment, a valid Arizona driver's license.
* Regular attendance is an essential function of this job to ensure continuity.

**PRE-EMPLOYMENT PHYSICAL REQUIREMENTS:**

* Physical
* Polygraph
* MMPI-2
* Fingerprints
* Drug & Alcohol Screening
* Human Performance Evaluation
* CritiCall Test

**TO APPLY ONLINE:**

In order to apply for this position you will have to fill out a City of Flagstaff application on our website. Visit our website to apply or for more information on this position and other opportunities. You will find complete job descriptions, requirements and application information at: [**http://www.flagstaff.az.gov/jobs**](http://www.flagstaff.az.gov/jobs)

**NOTE: Applications are due to the Human Resources department by 4PM on the closing date regardless of the postmarked date.**

**TO APPLY IN PERSON:**

Applications are available and can be turned in at:211 W. Aspen Ave., Flagstaff, AZ 86001

Call our general information line at (928) 213-2090 or (800) 463-1389 to request an application by mail. Fax your resume to (928) 213-2089 or E-mail: [human.resources@flagstaffaz.gov](mailto:human.resources@flagstaffaz.gov)

**Additional information about current and open job vacancies can also be found by calling our job line at (800) 463-1389.**

The City of Flagstaff is an Equal Opportunity/Affirmative Action employer.

All qualified applicants will receive consideration for employment without regard to race, color,

religion, sex, national origin, disability, age, or protected Veteran status.

**AmeriCorps, Peace Corps and other national service alumni are encouraged to apply.**

**Paid Holidays** • **Paid Vacation Days** • **Paid Sick Days** • **Health/Dental/Life/Vision Insurance**