



911 Dispatcher/Communications Operator

SUMMARY

To serve as the primary contact between the Ft. Smith Police Department and the citizens of Ft. Smith and surrounding areas. Processing information given by citizens and relaying it to the proper emergency service. Also, to provide communications between this department and other agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Operate appropriate radio channels.
2. Answer emergency and non-emergency phone lines.
3. Operate various computer applications
4. Monitor status of police and fire personnel.
5. Respond to a variety of requests from personnel.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School diploma or GED is required.

OTHER SKILLS and ABILITIES

The incumbent must be able to perform all of the duties and functions as defined in the job description for the City of Fort Smith. The incumbent must have excellent communications skills in both oral and written forms. Organizational skills and close attention to details are required to successfully perform this job. The incumbent must have thorough operational knowledge of the use of a personal computer system, as well as various software packages.



WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions provided that accommodations comply with the City of Fort Smith's Alternate Duty Policy.

The noise level in the work environment while within the Police Department is usually moderate.

Salary and Benefits

Starting Salary Full-Time: \$13.64 min / \$ 19.32 max per hour (\$28,371.20 min / \$40,185.60 max)

FULL TIME EMPLOYEES:

The Fort Smith Police Department's Communications Center offers an exceptional entry-level salary and benefits package. As an operator's career progresses, step raises, and opportunities for advancement come into play. Please take a moment to review the benefits outlined below. Again, if you have any questions please feel free to contact the Recruiting Coordinator for additional information.

Additional Benefits:

- 10 Days Paid Vacation after 1st Year
- 96 Hours Sick Leave per year up to 960 hours
- 11 Paid Holidays per year
- Longevity Pay
- Necessary Equipment Furnished
- Tuition Assistance for Continuing Education
- Health, Dental, Vision and Life Insurance Package
- Employee's Federal Credit Union
- City provided Retirement Income Plan



**CITY OF FORT SMITH POLICE DEPARTMENT
MINIMUM QUALIFICATIONS AND REQUIREMENTS FOR APPLICATION**

You must meet all of the following qualifications and requirements to apply for 911 Dispatcher with the city of Fort Smith Police Department.

1. Must be at least 18 years of age.
2. Must be a U.S. Citizen or eligible to work in the United States.
3. Must not be a convicted felon or convicted of a misdemeanor that involves a crime of theft, violence (including domestic violence), or of drug usage.
4. Must have a high school diploma or G.E.D.

If you meet all the above qualifications and requirements, you will be eligible to participate in the testing procedure. The testing procedure includes:

1. Critical Test
2. Interview
3. Review Board
4. Background
5. Conditional Offer of employment to included:
 - a. Physical Examination
 - b. Drug Screen
 - c. Psychological
 - d. Polygraph

IF YOU ARE SELECTED AND INTERVIEWED BY A BACKGROUND INVESTIGATOR YOU WILL NEED TO BRING COPIES OF THE FOLLOWING:

- _____ Birth Certificate (as issued by the Vital Statistics Bureau of the State where you were born) Hospital Certificates are NOT acceptable
- _____ High School Diploma or GED Certificate
- _____ Military discharge papers if applicable
- _____ Proof of vehicle insurance
- _____ Drivers License
- _____ Social Security Card

Each phase of the testing procedure must be passed to continue in the process. Applicants successfully passing all phases of the testing procedure will be eligible for appointment to 911 Dispatcher. The selection process can take up to eight weeks. Prior to starting duty, all appointees must successfully complete a Polygraph Examination, Psychological Examination, Psychological Interview, and a physical examination and drug test, at the City of Fort Smith's expense. Eligible applicants who are not successful in all phases of the testing process are encouraged to reapply during the next application cycle. Job applications are available at the Office of Human Resources, 623 Garrison Avenue, www.fortsmithpd.org, and www.fortsmithar.gov.