



THE CITY OF HENDERSON, NEVADA
is accepting applications for:
COMMUNICATIONS OPERATOR I
(POLICE, FIRE, EMS)

SALARY: \$28.70 – 32.86 HOURLY
CLOSING DATE: 12/14/09 at 3:00 p.m. (PST)
APPLY ONLINE: www.CityofHenderson.com/human_resources

THE JOB: Under direct supervision, receives requests for emergency services and dispatches law enforcement, fire, and emergency medical services via radio; and performs related duties as required.

WORK SCHEDULE: Must be willing to work rotating shifts to include graveyard, evenings, weekends, and all holidays.

Work is conducted in the Communications Center within a noisy and confined work area with radio traffic, ringing telephones, and conversations occurring simultaneously. Work involves receiving calls from persons who are involved in emergency and non-emergency situations who may be hysterical, frightened, or angry. The City of Henderson conducts an extensive paid training program starting with a five (5) week classroom academy involving lecture and hands-on simulator training with all of the Communication Center's computer systems. After the academy, individuals receive on-the-job training with certified trainers for a minimum of six (6) months. The City of Henderson also provides and pays for Emergency Medical Dispatch (EMD) and Cardiac Pulmonary Resuscitation (CPR) certifications.

MINIMUM QUALIFICATIONS: Graduation from high school, or the equivalent, AND one (1) year of experience performing public contact work involving receiving and referring information.

Special Requirements/Licenses and Certificates: Must obtain certifications in MPDS and CPR within the first year of employment and maintain certifications as a condition of continued employment. Keyboarding sufficient to input 4200 keystrokes per hour (kph) using a computer keyboard.

REQUIRED DOCUMENTS AT TIME OF APPLICATION/ASSESSMENT INFORMATION:

- 1) Completed Employment Application, including Preliminary Background Questionnaire (PBQ - see 3 below)
- 2) Completed Supplemental Questionnaire
- 3) Completed and **ATTACHED** Preliminary Background Questionnaire (PBQ) to online application or incomplete

The PBQ AND APPLICATION can be downloaded by visiting our website at http://cityofhenderson.com/human_resources.

The form is located at the bottom of the Human Resources home page. **NOTE: PLEASE DOWNLOAD PBQ TO YOUR COMPUTER, COMPLETE FORM, AND SCAN AND ATTACH TO YOUR ON-LINE APPLICATION AS YOU WOULD A RESUME.**

All applicants will be notified via e-mail or telephone of their application status and the assessment dates/times/locations no later than 5:00 p.m., Monday, December 21, 2009.

OTHER REQUIRED DOCUMENTS: Candidates who are scheduled for an interview with a Police Background Investigator must present their **COMPLETED** Personal History Questionnaire (PHQ) at the time of the interview to move forward in the assessment process. A copy of the PHQ can be downloaded at http://cityofhenderson.com/human_resources.

ASSESSMENT INFORMATION:

Weighted 40% -Application Review and Supplemental Questionnaire Rating
Weighted 60% -Criticall Testing

-Out-of-state Candidates: January 11 and 12, 2010

-Local Candidates: January 13, 14, 19, and 20, 2010

Out-of-Town Candidates ONLY: Initial background interview with investigator may be scheduled on January 11 and 12. Local Candidates will be notified for interviews.

Hiring Authority Interviews: To Be Determined

IMPORTANT: Appointment is subject to the successful completion of an in-depth background investigation, a polygraph examination, and physical examination, including drug and alcohol test. As part of the background investigation, all claims of education and experience made in the employment application process, as well as other information submitted, will be verified.