



The City of  
**OKLAHOMA CITY**  
**PERSONNEL DEPARTMENT**  
420 W. Main, Suite 110  
Oklahoma City, Oklahoma 73102

**NOTE:** At time of application, a **written document** verifying typing skill of **35 net wpm** within the past 12 months from recognized employment agency or placement office, etc., **must** be submitted. (Online typing tests are not accepted.) If you have a typing score on file with OKC Personnel, you must submit the **written document** indicating score. Typing scores are subject to verification.

**NOTE:** An eligibility list will be established from this posting consisting of applicants who receive a score of 70% or better on each individual selection procedure. The eligibility list will be in effect for 180 days from the date of the final selection procedure and will be used to fill future vacancies in the department

**NOTE:** Applicant must be willing to work any of the following shifts: 7:00 a.m. – 3:00 p.m., 3:00 p.m. – 11:00 p.m., or 11:00 p.m. – 7:00 a.m.

**NOTE:** A supplemental questionnaire **must** be completed for your application to be considered.

**NOTE:** Applicant must satisfactorily complete a polygraph, police background check, drug screen and medical exam.

**PUBLIC SAFETY COMMUNICATIONS DISPATCHER TRAINEE  
(911 Call-Taker Trainee)**

**Salary: \$12.91 to \$19.97/Hourly  
(Starting salary will be \$12.91/Hourly)**

Interested applicants apply at the Personnel Department, Monday through Friday, 8:00 a.m. to 5:00 p.m. **Full-time City employees will receive preference in the following order: division first, then department, then all other full-time City employees.** Once it has been determined there are no qualified full-time City employees remaining on the Eligibility List, qualified outside applicants will be considered for hire. Applications will be accepted **from June 14, 2007, until filled.**

**JOB SUMMARY**

This job is located in the Emergency Management Division with The City of Oklahoma City Police Department and is under the direction of an immediate supervisor. The Public Safety Communications Dispatcher Trainee serves as the telephone communication link between the calling party and units in the field. **Essential job functions include:** accurately and efficiently receiving and transmitting information via telephone and through the Computer Aided Dispatch Data Network; input and/or retrieval of information concerning emergency and non-emergency situations; recording information obtained from callers by typing information into the computer via a computer terminal and keyboard; routing calls to appropriate dispatch consoles; monitoring calls to ensure dispatch of support agencies. The work is reviewed through continual visual observation by the supervisor.

**NOTE:** The current system is Windows-based. Familiarity with computers will be necessary to be fully functional in the job.

**JOB REQUIREMENTS**

- Skill in accurately and efficiently obtaining, recalling, and relaying pertinent information.
- Skill in verbal communications utilizing tact and diplomacy.
- Skill in recording information accurately.
- Skill in typing at a minimum of 35 accurate words per minute.
- Skill in operating multi-line telephone systems.
- Skill in making quick and accurate decisions.
- Ability to remain calm in emergency situations.
- Willingness to maintain confidentiality.

**Veteran Preference:** A five-point preference will be awarded on the initial scored selection process for honorably discharged veterans of the United States Armed Forces not currently employed full time by the City of Oklahoma City. Qualified applicants must submit a copy of their DD Form 214 indicating discharge type/character of service in person, mail, or fax at 405-297-2137.

***AN EQUAL OPPORTUNITY EMPLOYER***

**NOTE:** Applicant must score a minimum of 70% on the written test to be considered for the position. Scored interviews will also be conducted. The written portion will be weighted at 50% and the scored interview at 50%. A minimum score of 70% is required on each individual selection procedure in order to receive further consideration.

**NOTE:** Incumbents are hired as Public Safety Communications Dispatcher Trainees (**911Call-Taker Trainee**). Upon successful completion of the **six-month training and probationary period** the incumbent is eligible for promotion to **911 Call-Taker**. Public Safety Communications Dispatcher Trainees (Call-Taker Trainee) receive four to six weeks of classroom instruction/training on the telecommunications equipment and procedures and will spend the remainder of the probationary period receiving on the job training under close supervision.

**WORKING CONDITIONS**

- Inside at all times in a climate controlled environment where temperature remains between 60 degrees and 70 degrees Fahrenheit.
- Exposure to continuous noise at low levels as produced by other dispatch personnel, computer terminals, keyboards and climate control equipment.
- Subject to frequent stress from high activity levels and the nature of calls received.
- Required to work shifts including nights, weekends, and holidays.
- Subject to shift assignment changes.
- Subject to 24-hour emergency call.

**PHYSICAL REQUIREMENTS**

- Arm-hand steadiness and manual/finger dexterity enough to use equipment such as a computer keyboard, telephone, etc.
- Near vision enough to read a computer screen and written communication such as memos, operations procedures and instructions from supervisors.
- Hearing and speech enough to communicate clearly and distinctly by telephone, and in person in a semi-noisy environment created by other dispatchers, equipment, etc.
- Subject to sitting, telephone usage, etc., for prolonged periods of time.

**FRINGE BENEFITS**

Differential Pay	2 <sup>nd</sup> shift .32¢/hourly; 3 <sup>rd</sup> shift .50¢/hourly. (If Applicable.)
Vacation	96 hour per year.
Sick Leave	130 hours per year.
Holidays	10 regular holidays per year.
Injury Insurance	Effective day of employment.
Retirement	Jointly paid by the City and employee.
Credit Union	Full banking services.
Life Insurance	The City provides \$10,000 term coverage; optional, supplemental and dependent(s) coverage available at low rates.
Health Insurance of Health Maintenance Organization	Several plans are available for employee and dependent(s) coverage.
Dental Insurance	Dental Plan options are available for employee and dependent coverage at reasonable rates.
Compensation	Employees are required to receive pay electronically, either direct deposit or paycard.

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Analyst: cc  
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