

PIMA COMMUNITY COLLEGE
invites applications for the position of

Public Safety Dispatcher

SALARY:

\$14.68 /Hour

OPENING DATE: 07/16/09

CLOSING DATE: 08/06/09 11:59 PM

POSITION SUMMARY:

This position operates semi-independently and is responsible for responding to emergency and non-emergency calls for service, monitoring field activity and recording confidential information into law enforcement databases.

DUTIES AND RESPONSIBILITIES:

- Receive, coordinate and disseminate emergency and non-emergency services and/or information inside the College and to outside agencies in support of a 24X7 certified police agency
- Prioritize incoming calls and dispatch personnel and/or services as appropriate
- Obtain complete and accurate information in crisis and emergency situations
- Verify and input confidential information into a variety of law enforcement computer networks to ensure current, accurate records
- Adhere to applicable laws and regulations regarding confidentiality
- Monitor multi-frequency radio system while answering and screening incoming multi-line telephone calls in order to monitor and coordinate field unit activity
- Monitor equipment, such as alarm systems, 24-hour recorder system, and dispatch equipment to ensure they are working properly
- Conduct periodic welfare checks by radio of other DPS personnel
- Operate computer terminal, monitor fire/security alarms
- Operate multi-channel radios, computers, multi-line telephones and text telephone type (TTY) equipment
- Access databases to respond to inquiries from a variety of sources
- Perform official law enforcement and judicial support tasks such as data entry of police and various other reports, warrant entry and validation
- Provide support for police officers, other College employees, students and the public
- Communicate clearly both orally and in writing sufficient to receive and convey instructions to perform the duties of the job
- Communicate with co-workers, other departments, other agencies, and the public to obtain or provide information, including assisting at the visitor's window
- Provide effective customer service
- Demonstrate interpersonal skills as applied to interaction with coworkers, supervisors, the college community and the general public
- Maintain computer logs and records

JOB REQUIREMENTS:

- High School Diploma or General Equivalency Degree
- Demonstrated ability to complete a course of study
- Direct experience sufficient to successfully perform the essential duties of the job
- Type a minimum of 35 wpm
- Arizona Criminal Justice Information System (ACJS) certification preferred
- Some night, weekends and holiday work hours may be required
- These positions generally work 40 hours per week (four 10-hour shifts)

OTHER IMPORTANT INFORMATION:**Skills and Abilities:**

- Active Listening - giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Reading Comprehension - understanding written sentences and paragraphs in work related documents
- Speaking - talking to others to convey information effectively
- Service Orientation - actively looking for ways to help people
- Time Management - managing one's own time
- Writing - Communicating effectively in writing as appropriate for the needs of the audience
- Oral Comprehension - the ability to listen to and understand information and ideas presented through spoken words and sentences
- Oral Expression - the ability to communicate information and ideas in speaking so others will understand
- Written Comprehension - the ability to read and understand information and ideas presented in writing
- Problem Sensitivity - the ability to tell when something is wrong or is likely to go wrong

Physical Requirements:

- Reaching, fingering, talking, hearing, seeing and repetitive motions.
- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects
- Working in a confined area with long periods of sitting or standing as well as frequently working alone

Other Information:***As well as the interview process, also included are:***

- An arrests and warrants check
- Audio/written test
- Typing test
- Fingerprint check

- Intensive background investigation that includes disclosure of applicant's use of illegal drugs or controlled substances
- Polygraph

Employment for this position will be contingent upon the successful completion of all steps of this process.

Arizona Criminal Justice Information System (ACJS) certification required is within six months of hire.

Training will be provided after hire on :

- Multi-channel radios,
- Computer and associated software applications, and equipment
- Multi-line telephones
- Police radio codes and procedures
- Methods to obtain complete and accurate information in crisis and emergency situations
- Text telephone type (TTY) equipment
- Public Safety Dispatching; Call taking
- Computer Aided dispatch (CAD)
- Tucson Police Department Database (RMS)
- Pima Community College Banner system

APPLICATIONS MAY BE FILED ONLINE AT:

<http://agency.governmentjobs.com/pcc/default.cfm?action=viewjob&JobID=170694>

Job #09014MHS3
PUBLIC SAFETY DISPATCHER
MH

OUR OFFICE IS LOCATED AT:
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