

# EMPLOYMENT OPPORTUNITY

20 East Sixth Street • Tempe, Arizona 85281 • 480/350-8276 • TDD 480/350-8400  
<http://www.tempe.gov>

Committed to Equal Opportunity and Reasonable Accommodation



## REVISED

### COMMUNICATIONS DISPATCHER I/II+ Police Department Recruitment Code # 900023

**OPENING DATE:** April 29, 2011

**CLOSING DATE:** May 13, 2011

#### HOURLY SALARY RANGE

Level I: \$18.737- \$25.292

Level II: \$20.175 - \$27.240

This position requires shift work and requires working weekends and holidays.

This position is FLSA Non-Exempt - eligible for overtime compensation and/or compensatory time.

Employees in this position are represented by the Service Employees International Union (SEIU)

In addition to completing the City of Tempe application, applicants are **required** to complete the attached supplemental questionnaire which also includes the Automatic/Discretionary Disqualifier form.

#### MINIMUM QUALIFICATIONS

##### **Education:**

Requires the equivalent to completion of the twelfth grade.

*The term "equivalent" means that directly related work experience exceeding the required work experience will substitute in equal time increments for college-level education, for example: one year of additional directly related work experience will substitute for one year of college educations (30 credit hours).*

##### **Work Experience:**

**Dispatcher I:** Requires one (1) year of experience in public contact and clerical work along with the ability to type at a skilled rate of speed (35 net wpm).

**Dispatcher II:** In addition to the Dispatcher I requirements, qualified applicants must also successfully complete the City of Tempe's Dispatcher I training in dispatching, receiving, and processing emergency and non-emergency public service calls.

*Candidates must have the minimum amount of work experience. Education will not substitute for the required work experience; however, related unpaid and/or volunteer work experience may be used as qualifying work experience.*

##### **Certifications, Licenses, and/or Registrations:**

The ability to obtain within six (6) months of hire, a Terminal Operator Certification awarded by the Arizona Department of Public Safety.

#### ADDITIONAL REQUIREMENTS

A minimum typing speed 35 net wpm is required. **On-line typing certification will not be accepted. Typing certification of wpm must be submitted with your application. We will accept typing certifications that were completed within the last year only.** Examples of agencies providing typing certifications include the State of Arizona-Department of Economic Security (480-962-7678),

Maricopa Workforce Connections (480-497-0350), temporary employment agencies, and community colleges. Successful completion of probationary period is contingent upon passing an FBI background investigation. If requesting veteran's preference, the appropriate DD214 must be attached at the time of application. A post offer, pre-employment drug screen is required for this position. Referred applicants must pass a police polygraph exam and background examination.

### **REPRESENTATIVE DUTIES**

(For the complete job description go to: <http://www.tempe.gov/jims/>)

- Receive emergency service calls from the public requesting police, fire or other emergency service. Respond to radio transmissions, voice instructions and phone conversations simultaneously.
- Ability to learn and utilize new technology systems involving, radio, phones, records management and GPS mapping.
- Answer non-emergency calls for assistance; answer routine questions over the phone regarding directions, civil, criminal and traffic laws, policies and procedures; direct calls to police staff, other city departments or other agencies as appropriate.
- Evaluate and provide appropriate responses to emergency calls while working under stressful conditions and strict time constraints.
- Ability to communicate and provide information to both the caller and field units in a clear and concise manner; utilize various communication techniques to calm callers on the phone and obtain the necessary information.
- Enter all relevant police transmissions in emergency situations directly into the Computer Aided Dispatch (CAD). Ability to handwrite information quickly and accurately when the CAD computer is inoperative.
- Receive and dispatch calls and messages for police units; maintain contact with all units on assignment, maintain accurate status and location of police units, maintain daily computerized log of all field calls and units dispatched.
- Determine the number of units, and which units, to dispatch by considering such factors as time of day, description and location of calls, beat unit available, and probable degree of hazard to the responding units.
- Ability to simultaneously monitor up to five computer screens and to immediately access each.
- Enter, update and retrieve information from computerized networks relating to wanted person, stolen property, vehicle registration, stolen vehicles and other related information.
- Maintain and update all hazardous locations in CAD system; keep abreast of premise history and hazard files for all field unit calls.
- Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- Monitor and utilize numerous police radio frequencies, the civil defense radio channel and the Police emergency channel.
- Provide accurate and understandable directions to citizens, officers and other law enforcement agencies.
- Update all map and jurisdictional maps.
- Receive, respond to and document requests from ACJIS and Division of Motor Vehicle printouts inclusive of verifying warrants, stolen vehicles, orders of protection, and stolen articles. Documenting findings and disseminating to appropriate agency and keeping proper documentation logs.
- Ability to learn job related material primarily through observation, structured lectures, and training; understand and follow written and verbal instructions ; and to correctly use these instructions during training and while performing dispatching duties."
- Make appropriate notifications for request e.g., taxis, tow trucks, locksmiths, and beekeepers.
- Test and inspect equipment as required.
- Keep direct supervisor and field supervisors apprised of emergency and unusual situations.

- Perform as acting Communications Supervisor when assigned.
- May provide or coordinate staff training; and work with peers to correct deficiencies, as directed by supervisor.

### **SELECTION CRITERIA**

An official City of Tempe application must be filled out in order to be considered for this position. **Incomplete application or supplemental forms will result in being disqualified from further consideration.** Applicants whose experience and training most closely suit the needs of the City may be selected for further testing/interviews. Falsifying information or lying during any stage of the selection/hiring process will make you ineligible for new or continued City employment. The City of Tempe conducts thorough background checks.

**LBJ**

# Communications Dispatcher I/II+ Supplemental Questionnaire



Recruitment Code: 900023

Date: \_\_\_\_\_

Name (Last, First, Middle Initial): \_\_\_\_\_

Best Daytime Contact Number: \_\_\_\_\_

***Please be complete in your answers to the supplemental questions. Your questionnaire responses are REQUIRED and an important basis for further consideration in the process. You may attach separate sheets with your answers. Completion of the Automatic/Discretionary Disqualifier Form is required in addition to this supplement.***

***NOTE – Please note that this position is part of a flex series (Communications Dispatcher I/II+), the department generally hires at the I level. This position is located in the Communications Section of the Police Department. This section operates 24 hours a day, 365 days per year. As such, employees are required to work varied shifts including nights, weekends and holidays. A polygraph and background investigation is required for this position.***

1. What training have you attended that would prepare you for this position?
2. Please describe your work experience in customer service including the positions held and the years of experience in those positions.
3. Dispatchers work weekends, holidays and nights with shifts of 8-12 hours. Describe a time when you had to work a similar schedule and how this affected your ability to do your job. In addition, dispatchers work stand-by; are you willing to come in and work on your day off?
4. Dispatchers are expected to be seated and ready to work at their scheduled start time so that the dispatcher they are relieving can go home. Are you usually late for work; right on time or early? Why or why not?
5. Dispatchers must be able to simultaneously talk to citizens on the phone during critical situations while typing the information in a quick and efficient manner for responding officers. Explain your experience with answering phones and multi-tasking (include the position and years of experience).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**HR Review:**

Qualified       Not Qualified

HR Review: \_\_\_\_\_

**City of Tempe Police Department  
Automatic and Discretionary Disqualifier Questionnaire**

**NOTE: FAILURE TO ANSWER ALL OF THE FOLLOWING QUESTIONS IN DETAIL MAY DISQUALIFY YOUR APPLICATION**

**AUTOMATIC DISQUALIFIERS**

The City of Tempe Police Department will automatically disqualify any individual who can answer “Yes” to any of the following questions. *Please read and answer the following automatic disqualifiers:*

- |  |   |
|--|---|
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever been convicted of a felony or any offense that would be a felony if committed in Arizona? |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever sold, produced, cultivated, or transported marijuana, narcotics or dangerous drugs?       |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you lied during any stage of the hiring process?   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you falsified your questionnaire or application?   |

***If you answered “YES” to any of these questions please withdraw your application from consideration.***

**DISCRETIONARY DISQUALIFIERS**

The following disqualifiers may, upon review by the Tempe Police Department, make you ineligible to become an employee of the City of Tempe Police Department. *Please read and answer the following discretionary disqualifiers:*

- |  |   |
|--|---|
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever abused prescription medication and/or FDA approved over-the-counter preparations?   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever used any hallucinogenic drug including hallucinogenic mushrooms (except during religious ceremonies)? Hallucinogenic drugs also include LSD.  |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever used any type of illegal drugs or narcotics before the age of 18 years?<br><i>Examples of a dangerous drug or narcotic drug would be, but is not limited to: cocaine, crack, etc.; Methamphetamine (Crystal Meth or speed of any kind); Anabolic Steroids (after 1994), except prescription only or FDA approved over-the-counter preparations.</i> |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever used any type of illegal drugs or narcotics after the age of 18 years?  |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you engaged in unlawful sexual misconduct?   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever had excessive traffic violations?   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you ever been involved in the commission of a felony?  |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you received a discharge from the United States armed forces that was other than an honorable?   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you demonstrated an unwillingness to honor fiscal contracts or just debts?   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Have you engaged in any other conduct or pattern of conduct that would tend to disrupt, diminish, or otherwise jeopardize public trust in the profession?   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | Had your Arizona Driver’s license suspended as a result of excessive traffic violations or any other act that would automatically suspend your driver’s license or received a suspended driver’s license from another state as a result of similar circumstances?   |

***If one or more of these disqualifiers pertains to you, be prepared to fully disclose the facts, circumstances, or details as part of a thorough background investigation and polygraph phase of the selection process.***

**I certify that I have read and understand the Automatic and Discretionary Disqualifiers associated with the City of Tempe’s Police Department positions.**

Applicant’s signature \_\_\_\_\_

\_\_\_\_\_ Date

**ILLEGAL USE OF DRUGS / CONTROLLED SUBSTANCES – Please Complete All Sections**

Type of Drug	Have you ever tried?	How many times after age 18?	Date first used:	Date last used:	Have you ever sold, smuggled or transported for sale or personal gain?
Marijuana	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Hashish	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Cocaine / Crack	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Methamphetamine / Speed	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Heroin	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Opium	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Morphine	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
LSD / Acid	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Peyote	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Mescaline	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Steroids	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Any other illegal drugs	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No
Illegal use of prescription medications	<input type="checkbox"/> Yes <input type="checkbox"/> No				<input type="checkbox"/> Yes <input type="checkbox"/> No

**If you answered “Yes” on any of the areas listed above, please provide a full explanation on a separate sheet of paper. Include, if applicable, the following information:**

- |  |   |
|--|---|
| a) How the drug was ingested or consumed | b) The duration of usage                      |
| c) The motivation for using the drug     | d) How the drug was obtained                  |
| e) Why you stopped using the drug        | f) Any other factors you believe are relevant |

**I hereby certify that this entire supplemental questionnaire was completed by me and all statements contained herein are true and complete to the best of my knowledge. I understand that omissions or misstatements may be cause for rejection of this application, removal of my name from the eligibility list, and/or discharge from City service. I understand that this information is subject to verification by any federal, state, and local agencies.**

Applicant's Name (Print)

Applicant's Signature

Date



# City of Tempe / Application for Employment

**APPLY AT:** City of Tempe / Human Resources / 20 East Sixth Street / Tempe AZ 85281 / (480) 350-8276 / TDD (480) 350-8400 / <http://www.tempe.gov/hr>

**The City of Tempe is an Equal Opportunity / Reasonable Accommodation Employer.**

*The City of Tempe Promotes a Drug and Alcohol Free Workplace.*

**DIRECTIONS:**

Read the recruitment bulletin before completing this application - request a copy if not provided. Answer all questions completely including any supplemental forms. Type or print neatly. Sign this application and all other forms. Applications must be received by Human Resources no later than 5:00 p.m. on the closing date.

1. Position Applying For: \_\_\_\_\_ Recruitment Code (RC#): \_\_\_\_\_
2. Name (Last, First, Middle Initial): \_\_\_\_\_
3. Last 4 Digits of Social Security #: \_\_\_\_\_ Email Address: \_\_\_\_\_
4. Mailing Address: \_\_\_\_\_  

Street
City
State
Zip
5. Phone Number: BEST CONTACT # \_\_\_\_\_ ALTERNATE #: \_\_\_\_\_
6. Valid Driver's License Yes No
7. Are you a U.S. Citizen or a non-U.S. Citizen authorized to work in the United States? Yes No
8. Have you ever worked for the City of Tempe? Yes No If Yes, from \_\_\_\_\_ (Mo/Yr) to \_\_\_\_\_ (Mo/Yr)  
 If you are a current City of Tempe employee, are you:  Temporary?  Regular?  
 Have you completed your initial probationary period?  Yes  No If yes, when \_\_\_\_\_
9. Type of position you will accept:  Full Time  Part Time  Regular  Temporary
10. Do you have a High School Diploma or equivalent?  Yes  No If no, highest grade completed: \_\_\_\_\_
11. May we contact your current employer if you are considered for hire/promotion? Yes No

**If you are claiming Civil Service Preference for Veterans under ARS 38-492, you must submit a copy of your DD214 (Member-2 or 4) at time of application.**

**DO NOT WRITE BELOW THIS LINE - TURN PAGE AND CONTINUE**

**Q  NQ  A  B  C**

**HR Review  \_\_\_\_\_ Date**      **Department Review  \_\_\_\_\_ Date**

**Proof of Education and/or Professional Registration(s), License(s), and Certification(s) will be required prior to hire/promotion.**

12. Education from an **Accredited** College/University:

College:	Major:	Type of Degree:	Degree Completed:	Credit Hours:
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	

13. Trade and/or Technical Schools:

Trade/Technical School:	Subject Studied:	Type of Degree:	Degree Completed:	Credit Hours:
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	

14. Professional Registration(s), License(s), and/or Certification(s) you possess **that relate to this position:**

Type of Professional Registration, License, and/or Certification:	License Number (if applicable):	Date Received:	Expiration Date (if applicable):

15. Special training **that relates to this position:**

16. List computer software program(s) with which you are proficient in operating **that relate to this position:**

17. List equipment with which you are proficient in operating **that relate to this position:**

18. Language Proficiency (Other than English):

**You may make copies and use as many of these sheets as necessary to continue your employment history.**

Begin with your present or most recent position. List all jobs, paid or volunteer, for at least the past ten years or any additional relevant experience. Your qualifications will be evaluated **solely** on the application form and, if applicable, any supplemental questionnaire(s).

RESUMES MAY NOT BE SUBSTITUTED FOR THE REQUESTED INFORMATION.

**DO NOT WRITE "SEE RESUME" OR "SEE ATTACHED" IN THE SPACES BELOW.**

Employer:	Type of Business:
City & State:	Phone:
Job Title:	Number of Employees Supervised:
Supervisor (Name/Title/Phone):	
Employment Dates: from (Mo/Yr) to (Mo/Yr)	Total Time Employed in this position: Yrs Mos
Hours Per Week:	Ending Wage: \$ Per
Work Performed:	
Reason for Leaving:	

Employer:	Type of Business:
City & State:	Phone:
Job Title:	Number of Employees Supervised:
Supervisor (Name/Title/Phone):	
Employment Dates: from (Mo/Yr) to (Mo/Yr)	Total Time Employed in this position: Yrs Mos
Hours Per Week:	Ending Wage: \$ Per
Work Performed:	
Reason for Leaving:	

RESUMES MAY **NOT** BE SUBSTITUTED FOR THE REQUESTED INFORMATION.

**DO NOT WRITE "SEE RESUME" OR "SEE ATTACHED" IN THE SPACES BELOW.**

Employer:	Type of Business:
City & State:	Phone:
Job Title:	Number of Employees Supervised:
Supervisor (Name/Title/Phone):	
Employment Dates: from (Mo/Yr) to (Mo/Yr)	Total Time Employed in this position: Yrs Mos
Hours Per Week:	Ending Wage: \$ Per
Work Performed:	
Reason for Leaving:	

Employer:	Type of Business:
City & State:	Phone:
Job Title:	Number of Employees Supervised:
Supervisor (Name/Title/Phone):	
Employment Dates: from (Mo/Yr) to (Mo/Yr)	Total Time Employed in this position: Yrs Mos
Hours Per Week:	Ending Wage: \$ Per
Work Performed:	
Reason for Leaving:	

19. Are you related to any member of the Tempe City Council or any Tempe Commission/Board Member, or any City of Tempe employee?

Yes  No If Yes, indicate his/her Name, Position and Relationship to you:

20. Have you ever been terminated for cause or forced to resign from a position for misconduct or unsatisfactory service?

Yes  No If Yes, please explain:

21. Have you ever been convicted of a **misdemeanor** or **felony** (other than minor/civil traffic offenses), placed on probation, fined or given a suspended sentence (include military trial convictions)?

*Note: Reckless operation, hit-and-run, D.U.I., excessive speeding, and similar charges are NOT considered minor traffic offenses. Moreover, an excessive number of traffic violations (including minor/civil offenses) should be reported.*

Yes  No If Yes, provide charges, dates and locations:

**Convictions will not automatically bar an applicant from employment for City jobs. The relationship of the conviction to the job, as well as its severity, the passage of time, and subsequent job performance will all be considered. Please answer this question completely. All offers of employment and continued employment are subject to a complete review of any criminal convictions. Your fingerprints will be sent to state and federal law enforcement agencies (DPS and FBI).**

**PLEASE READ THIS STATEMENT AND CAREFULLY REVIEW YOUR ENTIRE APPLICATION MATERIAL BEFORE SIGNING BELOW.**

I certify that all statements made on the application form and, if applicable, any supplemental questionnaire(s) are true and complete. I understand that any omission, misstatement, or falsification may be cause for rejection of this application, removal of my name from an eligibility list(s), and/or discharge from city service. In addition, I authorize any individual, company, organization, or institution to release any and all information concerning statements made by me on this application, and I do hereby release all parties and individuals connected therewith from all liabilities for any damages whatsoever incurred in furnishing such information.

Print Applicant's Name: \_\_\_\_\_

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***The City of Tempe does not accept faxed or emailed copies of applications.***



## Optional Employment Data Record

Completing ethnicity, gender, and age information is **OPTIONAL**; it is used for statistical reporting purposes only. It is **NOT** disclosed to the hiring department.

Position Applied for: \_\_\_\_\_ RC#: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Last First

Gender:  Female  Male

**Ethnic Group:**

- White (not Has/Latino Origin)
- Black/AFAM (not Has/LT Origin)
- Hispanic/Latino
- Asian
- American Indian/Alaska Native
- Native Hawaiian/Oth Pac Island
- Two or More Races

**Age Group:**

- 16 and under
- 17 – 20
- 21 – 29
- 30 – 39
- 40 +

How did you hear about this position: \_\_\_\_\_