

NOTICE OF EXAMINATION TO FILL POSITIONS & CREATE AN ELIGIBILITY POOL

POSITION: 911 Telecommunicator (Dispatcher)
DEPARTMENT: Police - Grand Junction Regional Communication Center
STATUS: Non-Exempt
SALARY: Starting Pay \$20.26/hr. Top of Range \$23.29/hr.
\$1000.00 Incentive Bonus
\$1000.00 Relocation Bonus



DUTIES: Under general supervision of a Communication Shift Supervisor, performs critical public contact and communication work necessary for dispatching police, fire and emergency medical services to emergency and non-emergency situations. As the first contact point with the public via the emergency 911 lines and other telephone lines, the telecommunicator must obtain information from callers who may be injured, confused or abusive. Typical duties include: answers emergency and non-emergency calls for service and simultaneously records information; calms, negotiates, advises and otherwise communicates with the caller to obtain needed and accurate information; determines the nature of the call and assigns its priority using codes; dispatches and continually updates information as it is received; retrieves needed information on driver's license, vehicle registration, warrants, etc. by computer; maintains necessary forms and logs; performs other duties as required.

REQUIREMENTS: High school graduation or equivalent; good moral character (see Important Notice below); minimum of one year of high volume public contact experience such as: telephone work on multi-line phone equipment; on-line data entry; interactive complaint or problem resolution; crisis resolution working directly with the public; or interactive service oriented public contact work involving recording orders, managing multiple contacts/orders simultaneously. Previous emergency dispatch experience desirable.

ABILITIES: Must be able to type 30 wpm accurately; ability to speak and write English clearly; ability to learn streets and directions and how to read maps; ability to effectively communicate with and elicit information from upset and irate citizens; ability to learn standard radio broadcasting procedures and rules; ability to learn to operate radio or telecommunications receiving and transmitting equipment; ability to work as a member of a team in a within a structured reporting hierarchy, ability to work under pressure, multi-task, exercise good judgment and make sound decisions in emergency situations.

PROCEDURE: Candidates must successfully pass a thorough background investigation, psychological exam, C.V.S.A. exam and a pre-employment drug screen. City application, supplemental questionnaire, and personal history statement must be submitted to the City of Grand Junction, Human Resources Division, 250 N. 5th Street, Grand Junction, CO 81501. For more information visit www.gjcity.org or call (970) 244-1512. For visually/hearing impaired 1-800-659-2656 (TDD); 1-800-659-3656 (VOICE). EOE

You will be contacted if selected for the testing process.

Equal Opportunity Employer

IMPORTANT NOTICE

This list of critical admissions which may be cause for disqualification from employment with the Grand Junction Regional Communication Center is provided to applicants, C.V.S.A Technicians and others involved in the 911 Telecommunicator recruitment process.

- Any felony conviction

- Any conviction of a crime of violence as an adult

- Any theft conviction regardless of value of item

- Theft from previous or current employer

- Illegal drug use

- An alcohol or drug conviction including but not limited to DUI/ DWAI

Please note: The listed admissions are not the exclusive basis for disqualification. The City reserves the right to disqualify any applicant who may or may not have any one or all of the foregoing admissions. If you have specific questions or circumstances you may contact the Human Resources Office at 970-244-1512.