

NOTICE OF EMPLOYMENT OPPORTUNITY

Town of Colorado City

POSITION: COMMUNICATIONS CENTER MANAGER/DISPATCHER

OVERVIEW: The Town of Colorado City, Arizona, is seeking a full-time Communications Center Manager/Dispatcher to oversee the day-to-day operations of the Hildale/Colorado City Communications Center. This position will cover dispatch shifts in addition to management responsibilities. The Communications Center is the emergency 9-1-1 public safety answering point and dispatches police, fire and emergency services for Hildale, Utah, Colorado City, Arizona and surround region.

QUALIFICATIONS: Must be a U. S. citizen; High School Diploma or GED equivalent; Two years of public safety or related field with customer service and supervisory responsibility; Coursework in office and administration fields is recommended; Valid driver license; Type at least 40 words per minute.

Successful completion of a background investigation and polygraph is required; must obtain Terminal Operator Certification for access to Arizona and Utah Criminal Justice Information System, Arizona Crime Information Center (ACIC), and National Crime Information Center (NCIC).

Knowledge of:

- Knowledge of equipment utilized in law enforcement communications including radio, computer and dispatch equipment
- Knowledge of law enforcement patrol procedures and terminology
- Knowledge of Police and Fire Departments' standard dispatch policies and procedures
- Knowledge of the basic principles of record keeping and records management
- General basic knowledge of information technology (IT) would be helpful
- General professional office operations
- Good to excellent verbal and writing skills are also required for this position
- Correct use of English language and vocabulary

Ability to:

- Work independently with little supervision
- Provide effective leadership in coordinating and promoting administrative activities
- Multi-task, organize, prioritize and adapt to constantly changing situations while taking appropriate action;
- Analyze, interpret, summarize and present administrative, technical, and statistical information and data in an effective manner
- Prepare staff reports, analyze and recommend regarding policies, plans, developments

- Interpret and apply City policies, procedures, laws and regulations
- Prepare clear and concise reports and develop appropriate recommendations
- Communicate clearly and concisely, both orally and in writing
- Build and maintain excellent working relationships with customers, users and team members;
- Interact with the public in all situations while maintaining a professional, pleasant and courteous demeanor
- Ability to establish positive rapport with callers, communicating tactfully and courteously while maintaining emotional control and speaking in a clear and well-modulated tone of voice
- Deal effectively with upset individuals in obtaining necessary information
- Cope with emotionally tense situations; obtaining information from hostile or emotional citizens
- Remain calm in handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations
- Skill in remembering names, numbers and locations, and reading maps quickly and accurately
- Skill in working under pressure of deadlines, and establishing and maintaining cooperative working relationships with employees, officials, other agencies and the general public
- Skill in public relations and customer service
- Maintain confidentiality of information processed or prepared
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in operating a personal computer utilizing a variety of business software with an emphasis on Word, Excel, Power Point, CAD, and GIS/mapping
- Retrieve and verify information from computerized records
- Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity
- Willingness to work shifts to include rotating, 12 hour shifts that include the working of early mornings, evenings, nights, weekends, holidays and overtime as scheduled and as necessary.
- Maintain department files, records and tracking

JOB DUTIES (Illustrative Only):

- Prepares written and oral reports regarding communication center operations
- Coordinates service with other public agencies and departments
- Provides Public Safety Dispatch services for Police and Fire agencies; keeps track of a wide variety of law enforcement and emergency services resources, personnel, incidents and trends
- General administrative and office management including scheduling, billing, equipment & facilities, building security, grant administration, and personnel
- Ensures quality assurance to maintain and improve level of service
- Maintains training program, continuing education and certifications for the department
- Coordinates with State 9-1-1 offices

- Attend regional 9-1-1 meetings
- Answers incoming emergency and non-emergency calls; interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement and emergency services officers in a concise, organized and understandable manner; maintains records and logs
- Follows all Department policies and procedures to assure that officer and public safety is the top priority; contacts law enforcement and emergency services agencies for additional information and resources as needed, and relays information regarding incidents
- Provides detailed call information to officers as needed; maintains status and awareness of Police patrol unit locations; monitors message traffic and relays information to officers
- Performs inquiries and criminal history checks for law enforcement personnel; enters emergency assistance calls into the computer aided dispatch incident logs
- Enters data for warrants, subpoenas, records and reports; queries system databases as requested; collects statistical data and compiles data for reports; receives and sends information to and from other agencies
- Provides information, instructions and assistance to the public within scope of authority
- Performs other duties as assigned or required

This position is FLSA exempt.

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs and requirements of the job change. The selection process may consist of evaluation of application material, oral interviews, written examinations, performance tests, assessment centers, physical ability tests, probationary periods or any other screening technique.

PAY RATE: \$22.00 to \$27.00 per hour depending on qualifications.

APPLICATIONS:

Applications available at the Colorado City Town Hall or on web site www.tocc.us. To apply, submit a cover letter, resume, and Town of Colorado City employment application in person or electronically; email to clerk@tocc.us; fax to 928-875-2778; physical address: 25 S. Central Street; mailing address: P.O. Box 70; Colorado City, Arizona, 86021. Application period will remain open until filled.