



COMMUNICATIONS SPECIALIST

Application deadline: Friday, April 15, 2011

Audio, written, and multi-tasking skills testing is scheduled for 8 am on Friday, April 29, 2011

Oral board testing is scheduled for Saturday, April 30, 2011.

Applicants must meet minimum requirements and receive an invitation to attend the test.

Minimum Qualifications:

- 1.) Must be a citizen of United States or legal to work in United States.
- 2.) Must have at least one (1) year of customer service related work experience.
- 3.) Must type at a minimum of 35 correct words per minute. (Typing certificate instructions are listed below.)
- 4.) Must have high school diploma or equivalent.
- 5.) Must read and sign job description acknowledgement.

Selection Process:

- 1.) Application (include typing certificate and job description acknowledgement)
- 2.) Screening for minimum qualifications
- 3.) Audio, written, and multi-tasking skills tests
- 4.) Oral board
- 5.) Background investigation
- 6.) Polygraph examination
- 7.) Medical/physical examination
- 8.) Pre-employment drug testing

Applications are available at the City of Cottonwood, Human Resource Department, 816 N. Main St., Cottonwood, AZ 86326 or on line at www.cottonwoodaz.gov.

Applications should be delivered to City of Cottonwood, Human Resources, 816 N. Main St., Cottonwood, AZ 86326. (928) 634-0060 ext. 234.

Typing Certificate Instructions

A typing certificate must be submitted with your application. The Cottonwood Police Department Communications Specialist position requires 35 net words per minute.

Typing certificates may be obtained at:
The Department of Economic Security-Job Service
1500 E. Cherry St.
Cottonwood, AZ 86326
(928) 634-3337

DES-Job Service offers a free, self-serve typing certification program. You must take your City of Cottonwood application and identification with you. You may select the test topic of your choice. The certificate must show your name, date, and net speed. DES employees will attach your certificate to your application upon completion.

You may opt to use another typing certification resource. The applicant is responsible for any possible fees charged for the service. If you already have an official typing certificate issued within the last 12 months, you may submit the certificate with your application and re-testing is not required.

Audio, Written, and Multi-Tasking Skills Tests

Applicants meeting minimum requirements will be invited to take an audio and written test. The audio test consists of conversations consistent with telephone or radio conversations heard by Communications Specialists. The applicant will take notes and answer questions based on the conversations. The written portion tests the applicant's ability to learn and apply information, reading comprehension, ability to use situational judgment, and reasoning ability. The multi-tasking skills exercise tests the applicant's ability to listen and comprehend multiple details. Applicants will receive a copy of the Cottonwood Police Department phonetic alphabet and color abbreviations to study for this portion of the test. A passing score of 80% is required on each section.

Oral Board

Applicants passing both the audio and written tests will participate in an oral board interview. The applicant will be interviewed by a panel of department employees and answer questions related to work ethic, character, and integrity.

Background and Polygraph

The Cottonwood Police Department holds its employees to the highest standards. Communications Specialist applicants are required to submit to a background and polygraph test consistent with the standards established for sworn officers by the Arizona Peace Officer Standards and Training Board. Applicants must answer questions truthfully regarding drug use, criminal history, and driving history. Applicants are encouraged to review the background application online at <http://www.azpost.state.az.us/>.



Communications Specialist
Job Description and Acknowledgment
(Job code #157)

Communications Specialists, commonly referred to as 9-1-1 dispatchers or police dispatchers, are essentially the first responders in an emergency situation. The position of Communications Specialist is a challenging and rewarding position requiring an individual with a unique attitude and aptitude for the profession. The position offers the employee an opportunity to contribute to the public safety and welfare of the community. It is not uncommon for an applicant to focus solely on the positive potential contributions that can be made while in this position. It is extremely important that the applicant is aware of all aspects of the position. Some aspects of this position may not be necessarily desirable and/or may not suit the applicant's lifestyle. Please review the following job description and working environment description carefully prior to testing for this position.

DEFINITION: Under close to general supervision, provides a link between citizens in need of assistance with police and fire services; coordinates and logs the activities associated with providing such service; accesses and provides information transfer to and from field units where telephone or an ACJIS terminal is required; provides emergency communications in the form of 9-1-1 services to the City of Cottonwood and surrounding communities; and performs related duties as assigned.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

Records inquiries (e.g. registration, driver's license, drivers history, wanted persons, stolen property, etc.); provides criminal history information from the Arizona Criminal History systems in either automated or hard copy format; provides national crime history and logs data (e.g. FBI number print of criminal history, etc.); pulls and releases sex offender tracking and information in accordance with Arizona Revised Statutes; enters records into manual and automated systems.

Takes telephone messages for department employees; transfers calls to appropriate offices; releases call times to appropriate offices; gathers calls for service information; routes calls to proper jurisdiction; processes calls out for dispatch purposes (i.e. wrecker call outs); processes telephone requests for ambulance on medical services; re-contacts hang-ups to ensure no emergency existed.

Processes police radio calls for the Cottonwood, Clarkdale, Jerome, State Parks and other contracting agencies; assigns calls for service including maintenance of unit activities, and high school administration emergency traffic; processes calls for Cottonwood Fire Department and neighboring departments; assigns calls for service and pager tests.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of the policies and procedures of the Cottonwood communications division.
Knowledge of the principles and practices of the Arizona Criminal Justice Information System (ACJIS).

Knowledge of the principles and operations of electronic data processing.

Knowledge of the code system used by the Cottonwood Police/Fire Departments.

Knowledge of current practices, methods, and techniques used in emergency dispatching.

Skill in developing and maintaining effective interpersonal relations.

Skill in maintaining a calm demeanor during crisis situations.

Skill in analyzing data and drawing valid conclusions.

Skill in maintaining manual and automated records while handling emergency situations.

Skill in maintaining currency on current practices, methods, and techniques used in emergency dispatching.

PHYSICAL REQUIREMENTS: Work involved in this classification includes receiving and dispatching calls of an urgent to immediate nature such as crimes in progress, hazardous materials, and traffic accidents.

Working Environment:

- Unable to leave work area, other than for short restroom breaks
- Unable to schedule meal or rest breaks
- Work 8, 10, or 12 hour shifts
- Must be able to work day, swing, or night shift, weekends, and holidays
- Limited or no control over which shift you may be assigned to work
- Schedule changes with limited notice; overtime may be required

- Answer telephone calls from callers screaming at you, using obscenities
- Respond to calls involving violent crimes, crimes involving children
- Make quick decisions that may affect a person's safety
- Control emotions while dealing with incidents involving serious injury and/or death.
- Receive daily critique of your job performance
- Work in area of limited mobility
- Work at rapid pace for extended periods of time, then experience periods of time of slow activity
- Work within a structured "chain of command" organization
- Willing to learn new procedures and technologies

Job Description Acknowledgement
(Submit with application)

I have read and considered each job task, definition, and/or description prior to testing for the position.

Signature

Date

Printed Name