The City of Cottonwood is seeking applicants for:

Communications Specialist and
Communications Specialist—Lateral

Communications Specialists, commonly referred to as 9-1-1 dispatchers or police/fire/ems dispatchers, are essentially first responders in an emergency situation, having the first communication with the public in an incident. 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 are responsible for the health and well-being of the community and the entire Verde Valley. It is common for an applicant to focus solely on the positive potential contributions that can be made while in this position. It is extremely important the applicant is aware of all aspects of the position to be successful within a 24 hour operation. Some aspects of this position may not be necessarily desirable including unusual hours such as nights, weekends, and holidays are often required. If you personally enjoy a fast paced, ever changing career, please review the following job description and working environment description carefully prior to testing for this position. This is a rewarding career with opportunity for continued self-growth and professional advancement. **VA beneficiaries may utilize their GI Bill® benefits while pursuing on the job training portion of this position.

**DESCRIPTION:** Under close to general supervision, provides a link between citizens in need of assistance with police, fire and EMS services; prioritizes calls; coordinates and logs the activities associated with providing such service; dispatches appropriate emergency personnel; 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; enters and maintains warrants; and performs related duties as assigned. See full job description here.

**MINIMUM REQUIREMENTS:**

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 have high school diploma or equivalent.
4.) Must be 18 years of age or older.
5.) Must meet Physical Requirements.
6.) Must read and sign job description acknowledgement.

**GI Bill®** is a registered trademark of the U.S. Department of Veterans Affairs (VA)
City of Cottonwood

The City is focused on providing excellent customer service to the citizens and businesses of our vibrant, small-town community. Our staff works to create a culture of progressive learning, mentorship, innovation, and positivity which results in engaged employees who facilitate positive connections with our community.

About the Area

Cottonwood, The Heart of Arizona Wine Country, is located in Arizona’s Verde Valley, is home to approximately 12,000 residents, and services the greater Verde Valley population of about 40,000. Its 3,300 ft. elevation, mild climate, and natural amenities—such as the Verde River—combine to make Cottonwood an ideal place to live, play, and work.

Compensation and Benefits

This is a Non-Sworn, Non-exempt, Classified, Full-time position with full benefits. Expected starting salary is minimum of range 20. Actual salary DOE.

Expected hiring range is minimum of range 20; Hiring range: $19.79 per hour - $24.73 per hour. Full long term range of position is $19.79 per hour - $29.69 per hour.

The City of Cottonwood offers an extensive benefit package that includes:

- Enrollment in the Arizona State Retirement System
- Medical and Dental coverage at 100% for the employee and a partial percentage for dependent coverage
- Vision coverage (optional at your expense)
- Optional Health Savings Account (HSA) with employer contributions
- Group term life insurance amounting to the annual salary plus $50,000
- Generous vacation and sick accrual rates
- Eleven paid holidays
- Optional deferred compensation plans (457b)
- Employer-paid Cottonwood Recreation Center membership for employee and discounted memberships for household members.

Access our full benefit packet here.

Closing date: March 31, 2022

Working Environment:

- Must be able to work various shift hours such as 8, 10, or 12 hour shifts. Shifts consisting of day, swing, or night shift, weekends and holidays.
- Communications Specialists are eligible for, and expected to work overtime to meet the staffing needs of the organization.
- Working conditions of the communications center are demanding with exposures to stressful situations, including irregular and unpredictable hours, moderate to loud noise level, distractions from concurrently working events while multitasking on multiple required systems.
- Ability to work in an organized team within a structured “chain of command” organization is a critical role in problem solving and continuous improvement.

PHYSICAL REQUIREMENTS: Must be able to sit or stand for extended periods of time; must be able to multi-task such as typing while answering phones; must be able to visually observe and interpret data displayed on multiple dispatch computer monitors comprised of several windows per monitor; required to reach with hands and arms; must be able to hear radio and telephone conversations at an appropriate level so as to not cause radio interference; must possess the ability to communicate clearly when speaking.

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.

How to Apply

Apply online at cottonwoodaz.gov/600/ Employment-Opportunities.

Additional information & a complete job description are available at the City of Cottonwood Human Resources Office, 821 N. Main St., Cottonwood, AZ 86326, or on the City website. Phone 928-340-2717. EOE/ADA.

Questions? Contact us!

Human Resources
hr@cottonwoodaz.gov
928-340-2717

Posting date: 3/03/2022

Cottonwood, AZ 86326

928-340-2717 • cottonwoodaz.gov