

Apply & Test for Eligibility List

COMMUNICATIONS DISPATCHER

Communications Dispatcher: Regular non-exempt full-time 40 hours per week with generous benefits (**Pay Range: \$16.08 - \$21.98/hr**)

Job Summary – Perform a variety of duties involved in the operation of the emergency services systems and various communication devices to receive, route, relay and dispatch calls for emergency and non-emergency law enforcement, ambulance, fire and other services.

Essential Functions: Assist the public and police officers and outside agencies; Dispatch 911 fire & rescue calls for multiple agencies; Dispatch animal control calls; Monitor radios, jail and security cameras; Interact with public and other agencies at local, state and federal levels; Provide general information to the public; refer calls to appropriate agencies; calm angered, distraught, or frightened callers; maintain calm in radio transmissions during hectic, tense, and dangerous situations; Recommend goals and objectives; Assist with writing Standard Operating Procedures; Maintain accurate log of incoming services requests and action taken; enter, update, and retrieve information from the Computer Aided Dispatch (CAD) system; Make appropriate notification for request of tow, taxi, locksmith, etc.; Be dependable and meet acceptable attendance requirements at all times; Follow all applicable safety rules and regulations; Protect confidential information by preventing unauthorized release, both verbal and/or writing; Perform other related duties as assigned

Knowledge: 1) Police department function. 2) Modern office procedures, methods and computer equipment, programs, application and uses. 3) Department policies and procedures. 4) Good communication and public relations skills. 5) Inter-agency cooperation. 6) Business communications skills. 7) Federal, state, county, and City laws, regulations, and ordinances. 8) Good public relations skills.

Ability: 1) Type at a speed necessary for successful job performance. 2) Communicate effectively both verbally and in writing. 3) Use basic computer skills. 4) Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations. 5) Interact effectively and sensitively with individuals from diverse backgrounds. 6) Utilize effective time management and goal setting skills. 7) Perform multiple tasks against strict deadlines. 8) Prioritize tasks. 9) Analyze a situation and make sound recommendations and decisions. 10) Work independently on assigned projects involving research and data collection. 11) Interact with employees based on law enforcement practices and procedures. 11) Stay calm in emergency situations and handle stress.

Qualifications: High school diploma or GED; Associates degree from an accredited college or university preferred; Two years experience involving public contact and problem solving and bilingual English/Spanish fluently preferred.

Special Requirements: Must be able to respond within 30 minutes from residence and be able to work 12 hour rotating shifts.



License or Certificate: Must obtain within six (6) months of employment First Aid Certification, CPR Certification, and Terminal Operator Certification awarded by State of Nevada. Must obtain within one year of employment Emergency Medical Dispatch certification through Priority Dispatch and must possess, at the time of employment and continuously throughout employment, a valid driver's license.

EXAM / INTERVIEW DATE:

Wednesday, January 27, 2010 – Time TBD

APPLICATION DEADLINE

Thursday, January 21, 2010 by 5:00 p.m.

HOW TO APPLY: The employment application must be completed and submitted either by mail, fax, or hand-delivery. Resumes **WILL NOT** be accepted in lieu of completed employment application. The City of Mesquite Human Resources Department is NOT responsible for lost, damaged or late applications or other situations beyond our control which may arise and cause a delay in the application process. Applicants are required to supply verification of education and any other stated minimum requirements of the position. Failure to satisfactorily demonstrate that the minimum requirements of the posted position have been FULLY met will result in disqualification.

City of Mesquite

10 East Mesquite Blvd, Mesquite, NV 89027
(702) 346-5295 – Fax (702) 346-2795

www.mesquitenv.gov

Hours: Monday-Thursday 7:30 a.m. – 5:30 p.m. – Friday 7:30 a.m. – 11:30 a.m.

Posted: Tuesday, January 5, 2010

DVT - Mesquite Local-City of Mesquite Web

Duration of Eligibility List:

Candidates remain on the eligibility list for six months.