

OUR MISSION

The City of Tolleson provides an inclusive, healthy, safe, affordable place to live, work, play and raise a family.

OUR VISION

The vision of the City of Tolleson is to be financially sound to fund reliable programs and services. We support leadership development opportunities for all.

OUR VALUES

Caring: We listen and engage with *all* members of the community. Display kindness to one another through words, actions, high quality service delivery and environmental integrity.

Collaboration: We work together to accomplish common goals. Develop relationships with community partners that are strategically specific for community members. Engage the community for proactive, ongoing dialog.

Equity: Foster fairness and compromise to ensure that every part of the City is taken care of and all community members have the opportunity to succeed.

Inclusion: The City of Tolleson is stronger because all of its diverse voices are heard and included. We meet our community members where they are at and we leverage individual strengths to help one another succeed. We are a united front.

Inspire: We inspire one another through family, generational leadership and commitment to each other. We amplify one another to cultivate greatness.

Public Safety Dispatcher

Police Department

Hiring Salary: \$24.11-28.93 Hourly D.O.E (Non-Exempt)



Who we are

We are small, but in the middle of it all. The City of Tolleson is one of the best places to start or advance your career. Incorporated in 1929, we are committed to providing employees with opportunities for learning and growth. Are you interested in joining our team? If you are passionate about making a difference in the community, the City of Tolleson is looking for people like you.

Position Description

The City of Tolleson is seeking qualified individuals interested in joining our team as a Public Safety Dispatcher. The purpose of this position is to receive and process state, federal, and tribal emergency and non-emergency service calls; interviews callers and gathers details to determine needed resources; identifies and dispatches appropriate law enforcement and relays critical information using dispatch equipment; Processes and types complete and accurate caller information and disseminates it in both typewritten and verbal form; Monitors and maintains up-to-the-moment status of all emergency personnel; Receives and processes field requests from officers to run driver's licenses, registrations, warrant checks, and criminal histories. Runs queries for wanted persons, vehicles, and property; Maintains records and files; Enters warrants in internal and external systems; and, Performs related work as assigned.

Qualifications

High School Diploma or GED and 2 years office or customer service experience; OR an equivalent combination of education and experience sufficient to successfully perform the essential duties of the as those listed above.

Arizona Criminal Justice Information System Terminal Operator Certification - ACJIS TOC within one (1) year of hire required. Valid Arizona driver's license upon hire.

Bilingual (Spanish) highly desired. Prior experience with heavy telephone or emergency dispatching experience preferred. Minimum 35 wpm net typing. Prior experience using word processing and PC applications required.

This position requires rotation shift work, including nights, weekends and holidays.

Knowledge of:

- Emergency and non-emergency dispatch procedures
- Emergency dispatch radio equipment
- Public safety principles and procedures
- Street system and geographical layout of City and surrounding service areas
- Basic medical terminology
- Modern office technology

Skill in:

- Active listening
- Determining appropriate response and resources in emergency situations
- Remaining calm in stressful situations
- Prioritizing multiple emergencies
- Acting on information quickly and accurately
- Understanding staff and emergency deployment needs and dispatching accordingly
- Utilizing a computer and relevant software applications
- Utilizing communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

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Physical Demands

Positions in this class typically require: stooping, kneeling, crouching, standing, walking, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light: Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.

Working Conditions are in an office setting. Depending on assignment some travel may be required.

Job Information

PLEASE NOTE: This posting is to create an eligibility list for future vacancies.

Hiring Salary: \$24.11—\$28.93 Hourly D.O.E

Full Salary Range for Position: \$29.54 - \$41.35 Hourly

Additional Application Information

PLEASE NOTE: This posting is to create an eligibility list for future vacancies.

It is important that your application shows all relevant work experience and education. Work experience must be noted on the application. Applicants may be rejected if not fully complete. Your resume may not be substituted as an application.

Applicants may request a reasonable accommodation, if needed, by contacting Human Resources at 623-936-7111.

EOE/M/F/D/V/SO