

LATERAL HIRES

Lateral applicants must have one year of continuous full-time experience as a 911 Call Taker and/or Police Radio Dispatcher after completing probation.

Applicants cannot have been separated from a law enforcement agency for more than 12 months at the time of application.

To apply visit www.phoenix.gov/employment to see if you qualify for the "Police Communications Operator – Lateral" job listing and follow the instructions to submit your application.

If all requirements are met, lateral applicants will skip Step 1 in the hiring process.

COMPENSATION AND BENEFITS

Fully Paid Training

Night Shift Differential Pay

Medical and Dental Coverage

Life Insurance

City of Phoenix Retirement Plan

Deferred Compensation

Vacation and Sick Leave

Holiday Pay

Tuition Reimbursement \$6,500 per Fiscal year

Military Leave Time

TO LEARN MORE, VISIT US ONLINE AT:

www.phoenix.gov/police/joinphxpd911

On our website you can:

Learn about Phoenix Police Communications

Learn about the Training Process

Learn ways to prepare for steps in the hiring process

Review our questioning procedures, priority guidelines, radio codes, terminology

Review Frequently Asked Questions regarding 9-1-1, Crime Stop, Radio Dispatch

CONTACT THE COMMUNICATIONS TRAINING UNIT AT:

602-534-2583 or 602-534-1301
Communicationstraining.ppd@phoenix.gov



COMMUNICATIONS

EOE 8/17



UNSEEN HEROES WANTED. APPLY NOW.

Learn how you can be a Call Taker/Radio Dispatcher at www.phoenix.gov/police/joinphxpd911

"PRIDE in customer service"



P.R.I.D.E.

Protection | Respect | Integrity | Dedication | Excellence



The Phoenix Police Department is seeking individuals who demonstrate the ability to work calmly with the citizens of Phoenix, and Phoenix Police Officers while using a computer-based telephone system, multi-button base radio, and Computer Aided Dispatch System.

Come join the 5th largest city in the country and provide world-class customer service. Be one of the first, first responders.

MINIMUM REQUIREMENTS

- Minimum 1 year of public contact and/or clerical work
- Ability to accurately type a minimum of 40wpm (net) from dictation
- Computer knowledge using Windows based programs
- Ability to spell accurately
- Ability to sit or stand while on the telephone and using multiple computer monitors for 8-10 hours per day
- Ability to multi-task using the telephone and radio
- Ability to react under time-sensitive, stressful and critical situations
- Ability to accurately follow directions in a fast-paced environment
- Work nights, weekends, holidays



HIRING PROCESS

To ensure that we hire the finest people possible, our recruitment process requires you pass each step in order to move on to the next:

STEP 1

Apply and take initial exam through the National Testing Network (NTN)

- www.nationaltestingnetwork.com
- Emergency Communications Jobs
- City of Phoenix

The NTN exam is a testing system designed for emergency communications with multiple choice video simulations and computer administered tests. To learn more visit NTN's FAQ section on their website.

STEP 2

Typing Test from Dictation

Applicant will be wearing head phones, listening to a computerized female voice and typing what she tells them to type. An adjusted score of 40 WPM or higher is a passing score.

STEP 3

Computer Simulated Test – CritiCall

CritiCall is computerized simulator software that tests the applicant's skills and abilities in data entry and multi-tasking.

STEP 4

Panel Interview

STEP 5

Background Process

- Background Questionnaire Investigation, Interview and Polygraph
- Note: Process takes 4 to 8 weeks from time questionnaire is turned in
- General Disqualifiers:
 - Drug Use: Illegal marijuana use occurring within the last 3 years
 - For a full list of disqualifiers go to www.phoenix.gov/hrsite/Documents/disqualifierscivilian.pdf

STEP 6

Controlled Substance Screening

