

Communications Center Specialist I/II/III

911 emergency dispatchers receive emergency calls by telephone, radio system or computer-aided dispatch systems. They question callers to obtain the information needed to determine an appropriate course of action. They also must create and maintain logs of all calls received and prepare reports as necessary. Experienced 911 emergency dispatchers are also utilized in training new dispatchers.

911 emergency dispatchers are assigned a specific territory, and they receive calls that come from that area. They're responsible for determining the nature of the calls they receive, as well as the location of the callers. They also are responsible for monitoring the location of emergency service personnel in their assigned territory. Using this information, 911 emergency dispatchers direct the appropriate type and number of emergency service units to emergency scenes. 911 emergency dispatchers must maintain communication with the dispatched units to monitor their response, in addition to maintaining communication with callers to monitor emergency situations and give first-aid instructions if necessary.

**SALARY: \$37,117.00 - \$58,645.00
ANNUAL**



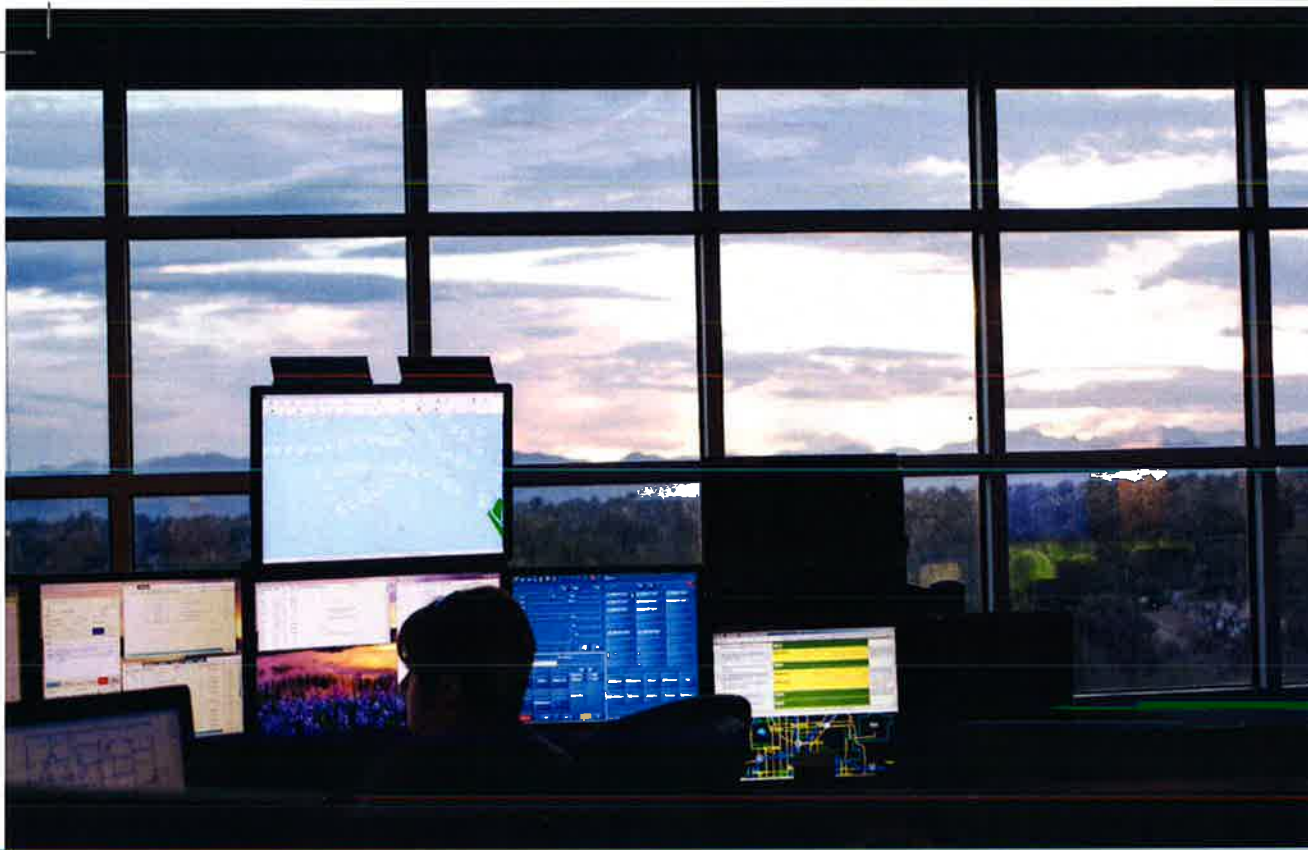
Join Our Team



9551 Civic Center Drive
Thornton, CO 80233

Phone: 720-977-5150
Fax: 720-977-5159
Email: dispatch@cityofthornton.net





BENEFITS:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life, Dependent Life & Supplemental Life Insurance Options
- Voluntary Accidental Death & Dismemberment Policy
- Flexible Spending Plan
- Retiree Health Savings Plan
- Pension Plan & Deferred Compensation
- Short & Long-term Disability Plans
- Paid Holidays
- Vacation & Sick Leave
- In-House Training Opportunities
- Tuition Reimbursement
- Employee Assistance Program

QUALIFICATIONS:

- High school diploma or GED.
- Two years' call-center-related customer service experience plus two years' prior dispatch experience.
- Bilingual preferred.
- Equivalent combinations of education and experience may be considered.

HIRING PROCESS:

- Review and screening of applications/resumes.
- Practical – Passing point of 85% for Non-Data-Entry; 4000 kph for Data-Entry.
- Oral Board Examination - Passing Point of 70%.
- Background Investigation - acceptable/unacceptable.
- Psychological Evaluation - (to be administered by a city-designated psychologist) - acceptable/unacceptable.
- Drug Test - (to be administered by a city-designated physician) - acceptable/unacceptable.

HOW TO APPLY:

City of Thornton Human Resources:
303-538-7245

Address:
9500 Civic Center Drive
Thornton, CO 80229

Email: jobs@cityofthornton.net

City of Thornton Human Resources
Website:
www.cityofthornton.net/government/humanresources