

CITY OF SOUTHFIELD
JOB OPPORTUNITY ANNOUNCEMENT

The City of Southfield is currently seeking qualified candidates for the following career position.

TITLE: Public Safety Technician – 911 Dispatcher - Southfield Police Department

SALARY: Pay range \$38,271 to \$43,074; plus \$1.00 per hour for every hour worked as a dispatcher, plus benefit package. Uniforms provided.

JOB DUTIES:

- Receive and prioritize incoming emergency and non-emergency calls, complaints, and inquiries from the public.
- Evaluate information and dispatch police, fire, and emergency medical assistance.
- Perform crisis intervention with distraught callers when necessary.
- Use good judgment and common sense in making decisions and maintain composure during extremely stressful situations
- Operate communications equipment including computers, radios, and telephones.
- **Full time shift work--including days, afternoons, midnights, weekends, and holidays. Mandatory, unscheduled overtime may be required, depending on staffing.**
- Performs other duties as assigned.

JOB REQUIREMENTS

- High school diploma or equivalent.
- One year of successful full time work experience in either public safety dispatch, military (DD214 required), emergency service response (either public or private) **or** public safety employment.
- Will consider applicant with 2 years of successful full time experience performing heavy customer service duties consisting of a combination of telephone traffic and computer input (example: call center, answering service).
- Successful completion of 9-1-1 Dispatch Academy, or comparable training certificate, obtained in the last 3 years, may be considered in lieu of work experience.
- Excellent English communication skills, both oral and written.
- Current expertise or ability to learn to operate Computer Aided Dispatch system and other office equipment.
- Typing ability of 30 w.p.m.; must be able to read and interpret maps.
- Applicants must possess excellent judgment, problem solving skills, and the ability to act and multi-task quickly.
- Must be compassionate and dedicated to serving the community and assisting those in need.
- Valid driver's license and a good driving record.
- Availability for full time shift work as assigned, *holidays, weekends, and scheduled and emergency overtime.*

The selection process will include a review of the applicant's qualifications, driving record and criminal history check, skills test, and an oral board interview. Applicants will be invited to participate in the selection process based on the nature and extent of their related experience. Each step of the process must be passed before the applicant will be considered for advancement to the next step. Selected candidates will be subject to an extensive background investigation and must successfully pass a psychological evaluation and physical exam prior to employment.

APPLY TO: City of Southfield Human Resources Department, 26000 Evergreen, Southfield, MI 48076

Complete City of Southfield Application Packets must be submitted to receive consideration.

Applications may be downloaded from the City's website at www.cityofsouthfield.com

This is a continuous recruitment. Applications will be accepted until such time as there are sufficient applicants to meet the City's recruitment needs. As such, interested persons should make application promptly. Applicants will be tested in groups as they apply. Those applicants who meet the minimum qualifications will be notified by e-mail of the next step in the recruitment process.

Public Safety Applications and Supplement form may be downloaded from the City's website at www.cityofsouthfield.com

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the Human Resources Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis, of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG FREE WORKPLACE

Vr 6/24/14

1/5/2016:

5/3/2016

7/28/2016



Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 (voice) or (248) 354-4831 (TDD) if auxiliary aids or services are needed. Reasonable advance notice is required.

CITY OF SOUTHFIELD
PUBLIC SAFETY TECHNICIAN - DISPATCHER
RECRUITMENT PROCESS

Thank you for your interest in the position of Public Safety Technician - Dispatcher. Employees in this category serve as first point of contact and provide crucial support to the safety and welfare of Southfield residents by dispatching police, fire, and emergency medical personnel in response to local 9-1-1 calls.

The position requirements include:

- High school graduate or equivalent;
- One year of successful full time work experience in either dispatch, military (DD214 required), emergency service response (either public or private) **or** public safety employment.
- Will consider applicant with 2 years of successful full time experience performing heavy customer service consisting of a combination of telephone traffic and computer input (example: call center, answering service)., plus typing 30 wpm.
- Successful completion of 9-1-1 Dispatch Academy, or comparable training certificate, obtained in the last 3 years, may be considered in lieu of work experience.
- Aptitude to analyze and prioritize incoming requests for assistance and effectively make quick, sound decisions, assume necessary call control, and maintain composure in stressful emergency situations;
- Excellent oral and written English communication skills;
- Must multi-task, accurately hear and simultaneously document information; including the ability to read and provide directions from maps.
- Possession of a valid driver's license and good driving record; no felony convictions
- Sensory/motor skills necessary to operate equipment.
- Ability to work in a confined area and remain seated for long periods of time.

Position duties also include:

- Update personnel in route by accurately relaying updated information.
- Give over-the-phone assistance and instruction before emergency personnel arrive.
- Ability to take direction, work independently and work as part of a group; must maintain confidentiality
- Synchronize situations/personnel with other communication centers when needed
- Availability for full-time shift work, including nights weekends and holidays; availability for mandatory, unscheduled overtime

In that these positions function within Southfield's Police/Public Safety Civilian Operations Department, successful applicants will satisfactorily complete an **extensive** testing procedure. This procedure will consist of the following elements:

- Employment Application; minimum qualifications checked.
- Driving record and criminal history check; applicants will be asked to authorize a police investigation into their driving record and criminal history. The City's driving standards are included in this application package.
- A performance test which measures various skills applicable to the position.
- A computer test to determine typing skills.
- An oral board interview
- An extensive background investigation.
- A physical examination and a psychological examination (post offer).

Only those applicants who successfully complete each examination element will be considered for advancement to the next level in the selection procedure. Applicants will be invited to participate in the selection process based on the nature and extent of their related experience. Please be aware that this is a thorough and, therefore, lengthy process. Expect that most, if not all, of these tests are administered during normal business hours.

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