

# City of Twin Falls

## **JOB ANNOUNCEMENT**

**DATE:** August 29, 2008

**POSITION:** Communications Specialist/Dispatch – Hiring for multiple vacancies

**DEPARTMENT:** Police

**BEGINNING BI-WEEKLY SALARY:** \$1,077                      **GRADE:** 7

**EFFECTIVE DATE:** Upon completion of the selection process

**GENERAL DESCRIPTION OF WORK:** The primary function of a communications specialist is to answer emergency and non-emergency calls for police, fire, public works and other city services using a multi-line telephone and 911 systems. Must receive, evaluate, dispatch and process requests for emergency and non-emergency service from and to the public, police, fire, and public works vehicles in a fast, courteous, accurate and efficient manner. Required to enter data into a computer-aided dispatch (CAD) operating system. Must work varying hours, including night, weekend and/or holiday shifts in a general, 24 hour, office environment. At times the individual will be required to maintain their composure and respond to calls under stressful and emotional situations. The work is performed under the direction of a supervisor with some latitude granted for the exercise of problem solving techniques, independent judgment and initiative. May provide assistance in other areas within the Police Department, as well as any other job-related duties as assigned.

**QUALIFICATIONS:** Must be 19 years or older at the time of employment; have a high school diploma or G.E.D.; and have no disqualifying criminal history. Must have some experience and/or training in clerical work or related field with knowledge of standard office practices and procedures, including filing and the operation of standard office equipment such as a personal computer, basic software applications and multiple-line telephone. Must be able to operate a computer terminal keyboard to enter and query information with the ability to type a minimum of 35 WPM accurately. Due to the nature of the work, accuracy, attention to detail, analytical skills and both verbal and written communication skills are necessary. Prior experience in police and/or fire dispatch or communications is desirable but not required. Must have excellent interpersonal skills with the ability to work with a variety of individuals; remain calm and to stay focused under the most stressful of situations. A complete and thorough background investigation, psychological exam, VSA, drug test and medical screening are required.

**APPLICATION PROCEDURE:** Applications may be obtained from the City website [www.tfid.org](http://www.tfid.org) or from the Human Resource Office located in City Hall, 321 2<sup>nd</sup> Avenue East. Interested applicants must submit a completed employment application and a **typing certificate issued within the last six (6) months which shows a typing proficiency of at least 35 wpm**. Apply immediately. For additional information, contact 735-7268 or direct email to [www.hr@tfid.org](mailto:www.hr@tfid.org). Positions will remain open until filled.

***Human Resource Department***

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