



COMPANY NAME: Arizona Department of Public Safety

JOB TITLE: **Communications Dispatcher**

JOB DESCRIPTION:

1. Answers, evaluates and prioritizes incoming telephone calls, communicating effectively with various callers to obtain complete information to determine urgency and need for dispatching police, fire, towing and/or medical response using a computer-aided dispatch (CAD) system, telephones, multi-channel radio, TDD (text telephone device for hearing/speech impaired), numerous computer databases and maps.
2. Simultaneously maintains close contact with field units, communicating with Department employees, other law enforcement and criminal justice agencies, emergency service providers and the general public to obtain and disseminate information.
3. Retrieves information from automated files to respond to queries from a variety of sources by typing correct password keys, information masks or special alpha number string formats on computer strings.
4. Inputs, updates, requests, transmits and queries information from a variety of sources to maintain current accurate records or to access databases for information, wants and warrant checks, intelligence, and/or driver license and vehicle registration checks by typing on a computer keyboard.
5. Reads/interprets maps for the public, field personnel and other law enforcement/criminal justice agencies in order to assist in locating certain geographical areas using an Arizona state map, U.S. atlas, city and county maps, and various computer mapping systems. Interprets telephone or radio call locations from maps by applying knowledge of state highway system and geography in order to provide appropriate and timely assistance.

SALARY: **\$50,323/Annual Pay**

APPLICATION QUALIFICATIONS:

- Requires a high school diploma or G.E.D., and two (2) years of clerical,
- Customer service or public contact experience.
- Must be able to type a minimum of 40 words per minute.
- Typing certificate must be submitted with application.

HOW TO APPLY: **<https://www.azdps.gov/careers>**

DATE: 12/21/2021

2797 E Ajo Way, Tucson, AZ 85713

BusinessServices@pima.gov

Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities