

## Hiring Process

All hiring is done from established eligibility list. The following steps must be completed to be placed on the eligibility list:

1. Complete application during recruitment period
2. Successfully complete written exam
3. Provide certification of net typing speed (35 words per minute)

Phase II of the selection process continues with candidates from the eligibility list:

1. CritiCall Exam (tests listening skills, manual dexterity, following directions)
2. Spanish speaking skills evaluation (optional)
3. Oral Interview



## How to Apply

- Applications and study guides may only be obtained during the recruitment period
- Recruitment period is typically once a year

*Applications are available at:*

City of Phoenix  
Personnel Department  
135 N. 2nd Avenue  
Phoenix, AZ 85003-2018

Job Line: **602-534-JOBS (5627)**

*Applications also online at:*  
**www.phoenix.gov**

*For more information, visit the  
Phoenix Fire Department web site at:*  
**www.phoenix.gov/fire**

or E-mail us your interest/questions:  
**dispatcher.recruitment.pfd@phoenix.gov**



*For additional information, or a copy of this publication in an alternate format, contact the Phoenix Fire Department at 602-256-3179/voice or 602-495-5555/TTY*

June 2009

## City of Phoenix Fire Department

# Fire Emergency Dispatcher

*Do you want to be part of a team that protects your community?*

*Do you want to help save lives in a dynamic multi-tasking environment utilizing the latest public safety technology?*

*Do you want to enter the exciting field of emergency services as the first of the first responders?*

**Challenge yourself  
by applying for  
the position of  
Fire Emergency  
Dispatcher  
with Phoenix Fire  
Department!**



## Compensation

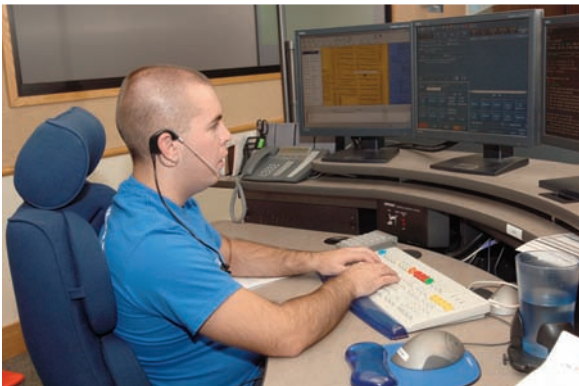
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\$18.32 - \$26.89 hourly  
\$38,106 - \$55,931 annualized  
Full-time, Part-time, and  
Job-share positions

## Duties

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- Operate Fire Computer Aided Dispatch and other computerized communication equipment
- Accurately receive and transmit information of an emergency nature for the community
- Evaluate calls and determine appropriate level of Fire/EMS assistance required
- Dispatch Fire/EMS units
- Support field personnel
- Give first aid and pre-arrival medical instructions as needed
- Multi-task efficiently in a fast-paced, highly intensive environment
- Demonstrate extensive communication skills



## Position Requirements

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- Work irregular hours, weekends, evenings, nights and holidays
- Attend a minimum of 12 weeks of training (40 hours per week)
- Successfully complete training program
- Complete and maintain PFD EMD Certification

## Required Skills

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- Type 35 words per minute
- 1 year experience in public contact work, including general typing

## Desirable Education/Skills

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- Emergency Medical Communications (EMD)
- Emergency Medical Technician
- Fluent in Spanish

*Courses available at community colleges*

## Benefits

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Full-time Employee's Benefits:

- Medical and Dental Insurance
- Paid Vacation & Sick Leave
- Holiday Pay
- Shift Differential
- Employee's Retirement Plan
- Deferred Compensation Plan
- Tuition Reimbursement
- Child Care Programs
- Employee Assistance Programs
- Wellness Program

*Job-share employee's benefits are pro-rated. Part-time employees **do not** receive city benefits.*

