

A photograph of firefighters in full gear working at a fire scene. The background is filled with bright orange and yellow flames and thick smoke. The firefighters are silhouetted against the fire, and their equipment is visible.

Phoenix Fire Department

is hiring!

602-534-FIRE (3473)

www.joinpfd.com

602-534-5627

www.phoenix.gov/fire

Sample Recruitment Packet

Information to assist the prospective Phoenix Firefighter

Firefighter Recruitment

The City of Phoenix Fire Department is recruiting men and women to become Firefighters.

Applications for Firefighter Recruit are typically accepted once a year, during a 5-day period, and ONLY during this 5 day period. Call the Job Hotline to find out when the next test will be at (602) 534-5627 or visit our website www.phoenix.gov/joinpfd for more information.

You must apply on the City of Phoenix website during the five-day recruitment period.

Applications will ONLY be accepted during the five-day recruitment period.

We will ONLY accept online applications.

APPLY ONLINE at City's Website: <http://www.phoenix.gov/jobs>

Actual Test Dates for 2011:

Application Period:	Monday - Friday	- These 5 days ONLY !!!!!
Written Test:	One day during the week	- This day ONLY !!!!

To qualify to begin the testing process an applicant must satisfy the following requirements:

1. Must be at least 18 years of age by the last day of the recruitment period.
2. High School Diploma or GED is preferred. (reading material used on written exam, during the Academy and on the job will be at approximately the Grade 14 level)
3. Must possess the mental, physical and medical health to adequately perform the duties of a firefighter.
4. Must have or be able to obtain a valid Arizona Driver's License (operator, class D) and have maintained a good driving record (fewer than 8 points the previous 3 years).

Other Requirements:

- Proof of your current/valid Certification as an State of Arizona Emergency Medical Technician is required at the scheduled date of your final selection interview with the Phoenix Fire Department.
- Proof of successful completion of a Candidate Physical Ability Test (CPAT) from a licensed agency within 6 months is required at the scheduled date of your final selection interview. **This is your responsibility; the City of Phoenix will not be holding a CPAT!**
- Candidates will be subject to a pre-employment drug-screening test. Periodic drug screening tests will be required by the Phoenix Fire Department. Members will be subject to being tested up to 3 additional time a year.
- Following employment, candidates must meet the residency requirements within 24 months from the date of employment as stated in the City of Phoenix residency policy which can be found at <http://phoenix.gov/EMPLOY/residency.html> .
- No tobacco use of any kind.
- Candidates must complete and pass a medical examination. This examination includes a cardiovascular fitness component that must be passed with a Tier 2 grading or better. (Refer to the following website for information on Tier 4 Program: www.phoenixfirehealth.com and also refer to the CPAT Candidate Preparation Guide for more information on cardiovascular fitness and conditioning. This document is available for download on the Phoenix Fire Department website www.phoenix.gov/joinpfd .

Phoenix Fire Department Recruitment

The Phoenix Fire Department and the Local Firefighters Union 493 currently recognize and support the following mentorship programs which are available to all candidates:



United Firefighters Union - Local 493

Contact: Captain Andy Arredondo (480) 710-5109
Website: www.l493.org



Recruitment Office

Contact: **Currently Vacant (602) 534-7993**
Email: recruitment.pfd@phoenix.gov



Valley Hispanic Bomberos

About: We, as proud men and women have chosen to build an association based on principles of self-determination and self-empowerment. Through self-empowerment, we will continue to celebrate and share the rich culture of our forefathers, while pursuing the honorable profession of Firefighters dedicated to saving lives and property.

Contact: Captain Anthony Hernandez 623/825-4424 EP925 "C"

Meeting Information: Monthly meetings are held on the 3rd Friday of every month at: Maryvale Community Center 4420 N. 51st Ave. Phoenix, AZ 85031 @ 9:00 AM

Email: Valley.Hispanic.Bomberos@phoenix.gov
Website: www.losbomberos.org



J.W. Robinson Society

About: The JW Robinson Society, United Black Fire Fighters celebrates diversity through our commitment to professional development, community outreach, mentorship, scholarships and educational enhancement.

Contact: Captain Courtney Jenkins (courtney.b.jenkins@phoenix.gov) 602-495-3728

Website: www.jwrobinsonsociety.com



Phoenix Emerald Society

About: Our organization is made up of individual firefighters, & their families, who share interests in Irish heritage & culture. We enhance our professional & personal lives by providing community service, charity, and professional growth.

Contact: Firefighter Todd Yonkers (todd.yonkers@phoenix.gov)

Website: www.phxfireemeraldsociety.org



Firefighters for Christ

About: Our mission goal is to encourage firefighters to live their lives for Jesus Christ

Contact: Engineer Robert Hill (robert.j.hill@phoenix.gov) or (623) 332-9768

Website: www.firefightersforchrist.org

Helpful Resources from the PFD include:

The Professional Standards Guide (which includes the following:)

- ◆ The PFD Way
- ◆ Firefighter's Safety/Survival Guide
- ◆ PFD Customer Service Guide
- ◆ The Big 5

PFD Overview of Operations and Programs

Current Organizational Flowchart

(You can download these from the Phoenix Fire Department website at: <http://www.phoenix.gov/fire>).

***“The best thing about being a
Phoenix Firefighter is being involved in a
situation that your position and training
as a firefighter made the difference -
The worst thing is being involved
in a situation that you can't change no
matter how hard you try.”***

Captain Marvin Simmons - 37 years

Phoenix Fire Department Hiring Process

1. Written Test

The recruit examination is a 100-question, multiple-choice test with a majority of the questions taken from a pretest study guide provided at the time of application. The test also includes reading comprehension, basic math, mechanical and aptitude questions. Applicants are NOT allowed to use the study guide when taking the written exam.



**Note: Additional Preference Points: ie. Military (Veteran) or Disability.

For more information, visit the City of Phoenix website: <http://phoenix.gov/jobs/faqs.html>

2. Applicant Eligibility List

Applicants who successfully pass the written test will be placed on the Firefighter Recruit eligibility list by the City of Phoenix Human Resources Department. When the list is certified, it will be forwarded to the Fire Department. The Fire Department uses the eligible list to invite applicants for job interviews. For address and other important information changes, please use the following email address recruitment.pfd@phoenix.gov.

3. Oral Board Interview

The City of Phoenix Fire Department conducts two rounds of oral interviews. For the preliminary interview, candidates will receive an invitation letter giving the date, time and location of the interview. Candidates are allowed 20 minutes for the interview. Candidates are notified in the letter to arrive approximately 30 minutes prior to their interview time if they wish to review the questions prior to their interview. Candidates will be allowed 15 minutes to review the questions. If candidates arrive late, time to review the questions is forfeited. After the interview is concluded, candidates will be handed an exit information sheet. The exit information sheet explains that you will receive a letter whether or not you will be continuing on to a final selection interview. Candidates will receive a letter either way.

If you are selected to continue on in the interview process, the next letter you will receive will include the date, time and location of your final selection interview. Candidates will be asked to provide proof of a current/valid AZ State EMT Certification and to provide proof of successful completion of a Candidate Physical Ability Test (CPAT) from a licensed agency within 6 months of the final selection interview. Candidates are allowed 20 minutes for the interview. Candidates are notified in the letter to arrive approximately 30 minutes prior to their interview if they wish to review the questions. Candidates will be allowed 15 minutes to review the questions. If candidates arrive late, time to review the questions is forfeited. At this time, those who have completed a final selection interview will be placed on a hiring list. Those who are selected to continue on to the hiring process will get a phone call from the Fire Department Personnel Officer/Deputy Chief or his/her designee. In order to be hired and start the Academy (or a trainee position in the district offices) you must first pass a background check (this includes having a good driving record with fewer than 8 pts within the past three years) and a physical examination. If you are not selected for hiring at this time, you will remain on the hiring list for possible hiring until the list expires.

4. Background Check and Physical

A comprehensive background investigation is conducted on applicants to establish evidence of good moral character, a well-adjusted personality, community commitment, fire service adaptability, and a pattern of conduct acceptable to the Phoenix Fire Department. Be sure to answer the application screening questions accurately!

Note: The Immigration Reform and Control Act of 1986 requires that an applicant provide the City of Phoenix with proof of identification and authorization to work prior to employment. The most common documents that will furnish this proof are: Arizona Driver license AND Social Security Card.

You should make sure that your name appears the same on whatever documents you choose to provide as proof. If there is a problem with documentation, the employee will have 8 working days to resolve the problem, and if it is not resolved then their employment will be terminated.

Candidates must complete and pass a medical examination. This examination includes a cardiovascular fitness component that must be passed with a Tier 2 grading or better. (Refer to the following website for information on Tier 4 Program: www.phoenixfirehealth.com. Refer to the CPAT Candidate Preparation Guide for more information on cardiovascular fitness and conditioning. This document is available for download from the Phoenix Fire Department website.

5. Drug Testing

Candidates will be administered a pre-employment drug screening test including testing for anabolic steroids. Drug screening tests will be conducted annually by the Fire Department throughout employment.



City of Phoenix Fire Department
 Pay and Benefits effective 7/2010

Pay Scale	FF Trainee	\$ 2,213.00 / Monthly
	FF Recruit	\$ 3,846.00 / Monthly
	Upon Graduation from Academy	\$ 3,846.00 / Monthly
	6 months after Graduation from Academy	\$ 3,942.00 / Monthly
	1 ½ years after Graduation from Academy	\$ 4,117.00 / Monthly
	5 ½ years after Graduation from Academy	\$ 4,924.00 / Monthly

- Employee Benefits**
- Health / Dental Insurance
 - Life Insurance
 - 11.5 Paid Holidays/Year
 - Paid vacation and sick leave
 - Deferred Compensation Plan
 - Uniform Allowance
 - Tuition Reimbursement
 - Annual Physical
 - Productivity Enhancement Pay
 - Bi-lingual Pay

Work Hours The duty hours for Phoenix Firefighters There are three shifts, (A,B,C,) each shift works 24 hours, with two days (48 hrs.) off between shifts.
 are 24 hours in duration. (0800-0800)

Getting Started

Emergency Medical Technician Certification

Proof of Valid certification as an Emergency Medical Technician (EMT) with the State of Arizona is required at the scheduled date of your final selection interview with the Phoenix Fire Department. This course is offered at most local Community Colleges. To locate a class for EMT you can visit the Arizona Department of Health Services web site at: <http://www.azdhs.gov/bems/courses.htm>

Candidate Physical Ability Test

The City of Phoenix will not be conducting a CPAT. Proof of successful completion of a Candidate Physical Ability Test (CPAT) from a licensed agency within 6 months is required at the scheduled date of your final selection interview. It is your responsibility to provide proof of successful completion of the CPAT.

Additional College Courses

Core curriculum classes that may be helpful towards your Fire Science Degree:

Basic core curriculum: English, Math, Sciences, Public Speaking, Reading, Spanish, Communications, Computers.

Fire Science Classes

Fire Science related classes that may be helpful to you:

Fire Department Entry Preparation - Introduction to Fire Science - Fire Department Operations - Basic Emergency Medical Technology (required) - Fundamentals of Fire Prevention – Fitness for Firefighters/CPAT - Introduction to Fire Suppression - Fitness and Conditioning for Firefighters - Women Firefighter Preparation

Additional Resources

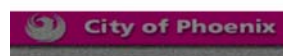
Books that may help you and are readily available at local bookstores and the Phoenix Public Library.
Mathematics Made Easy by Henry Thomas • Mathematics Made Simple by Abraham Sperling

Reading Ability and Comprehension: Easy Reading Selections by Robert Dixon • How to Read Better and Faster by Norma Lewis • You Can Succeed in Reading and Writing by Murray Bromberg

Judgment and Decision Making: Make Up Your Mind! - The 7 Building Blocks to Better Decisions by John D. Arnold
• Life Choices: How to Make Critical Decisions About Your Education, Career, Marriage, Family, Life Style by Gordon P. Miller • A Practical Guide for Making Decisions by Daniel P. Wheeler

There are several other books available to assist you in test taking and multiple-choice examinations. These will help in preparation for this type of examination.

Your local library is a great source for books and internet access



Candidate Physical Ability Test (CPAT)

The City of Phoenix will not be conducting a CPAT.

The Fire Service Joint Labor Management Wellness/Fitness Initiative Candidate Physical Ability Test© (CPAT) consists of eight separate events. The CPAT is a sequence of events requiring the candidate to progress along a predetermined path from event to event in a continuous manner. This test was developed to allow fire departments a means for obtaining pools of trainable candidates who are physically able to perform essential job tasks at fire scenes. See below for descriptions and pictures of the eight separate events.

1. STAIR CLIMB
2. HOSE DRAG
3. EQUIPMENT CARRY
4. LADDER RAISE AND EXTENSION
5. FORCIBLE ENTRY
6. SEARCH
7. RESCUE
8. CEILING BREACH AND PULL

This is a pass/fail test based on a validated maximum total time of 10 minutes and 20 seconds.

Event 1: Stair Climb



Using a StepMill stair-climbing machine, this event is designed to simulate the critical task of climbing stairs in full protective clothing while carrying a high-rise pack (hose bundle) and firefighter equipment. This event challenges aerobic capacity, lower body muscular endurance and balance.

Participants wear a 12.5-pound weight on each shoulder to simulate the weight of a high-rise pack. Immediately following a 20-second warm-up period at a rate of 50 steps per minute, the timed part of the test starts as indicated by a proctor. There is no break in time between the warm-up period and the actual timing of the test. During the warm-up period, dismounting, grasping the rail, or holding the wall to establish balance and cadence is permitted. The timed part of the test lasts three (3) minutes at a stepping rate of 60 steps per minute.

Failure can occur by falling or dismounting three times during the warm-up period, or by falling or dismounting the StepMill after the timed CPAT begins. During the test, the participant is permitted to touch the wall or handrail for balance only momentarily; if that rule is violated more than twice during the test failure will result.

Event 2: Hose Drag



This event is designed to simulate the critical tasks of dragging an uncharged hoseline from a fire apparatus to a structure and pulling an uncharged hoseline around obstacles while remaining stationary. This event challenges aerobic capacity, lower body muscular strength and endurance, upper back muscular strength and endurance, grip strength and endurance, and anaerobic endurance. A hoseline

nozzle attached to 200 feet of hose is grasped and placed over the shoulder or across the chest. While walking or running, the participant drags the hose 75 feet to a pre-positioned drum, makes a 90° turn, and continues an additional 25 feet. After stopping within the marked box, the candidate drops to at least one knee and pulls the hoseline until the 50-foot mark crosses the finish line.

During the hose drag, failure results if the participant does not go around the drum or goes outside of the marked path. During the hose pull, a warning is given if at least one knee is not kept in contact with the ground or if the knees go outside the marked boundary line; a second warning constitutes failure.

Event 3: Equipment Carry



This event uses two saws and a tool cabinet replicating a storage cabinet on a fire truck. It simulates the critical tasks of removing power tools from a fire apparatus, carrying them to the emergency scene, and returning the equipment to the fire apparatus. This event challenges aerobic capacity, upper body muscular strength and endurance, lower body muscular endurance, grip endurance, and balance. The candidate must remove the two saws from the tool cabinet, one at a time, and place them on the ground. Then he/she picks up both saws (one in each hand) and carries them while walking 75 feet around a drum, then back to the starting point. Placing the saw(s) on the ground to adjust a grip is permitted. Upon return to the tool cabinet, the saws are placed on the ground, then picked up one at a time, and replaced in the cabinet.

Dropping either saw on the ground during the carry will result in immediate failure. A warning will be given for running; a second warning constitutes a failure.

Event 4: Ladder Raise and Extension



This event, which uses two 24-foot aluminum extension ladders, is designed to simulate the placement of a ground ladder at a fire structure and extending it to the roof or window. This event challenges aerobic capacity, upper body muscular strength, lower body muscular strength, balance, grip strength, and anaerobic endurance. The participant must walk to the top rung of one ladder, lift the unhinged end from the ground, and walk it up hand over hand until it is stationary against the wall. Then he/ she immediately proceeds to the other pre-positioned ladder, stands with

both feet within the marked box, extends the fly section by pulling the halyard rope hand over hand until it hits the stop, then lowers it in back to the starting position.

Immediate failure will result if the ladder is allowed to fall to the ground, if control is not maintained in a hand-over-hand manner, or if the rope halyard slips in an uncontrolled manner. Missing any rung during the raise or allowing the feet to be placed outside of the boundary results in a warning; a second warning constitutes a failure.

Event 5: Forcible Entry



This event uses a mechanized device that measures cumulative force and a 10-pound sledgehammer. It simulates the critical tasks of using force to open a locked door or to breach a wall. This event challenges aerobic capacity, upper body muscular strength and endurance, lower body muscular strength and endurance, balance, grip strength and endurance, and anaerobic endurance. For this event, the candidate uses the sledgehammer to strike a measuring device in

a target area until the buzzer activates. Feet must be kept outside the toe-box at all times.

Failure results if the participant does not maintain control of the sledgehammer and releases it from both hands while swinging. A warning is given for stepping inside the toe-box; a second warning constitutes a failure.

**The best thing about being a
Phoenix Firefighter is:**

***“Commitment to fitness.
The worst thing is commitment to fitness!”***

**Crystal Rezzonico,
Fire Captain - 18 years with PFD**

Event 6: Search



This event uses an enclosed search maze that has obstacles and narrowed spaces. It simulates the critical task of searching for a fire victim with limited visibility in an unpredictable area. This event challenges aerobic capacity, upper body muscular strength and endurance, agility, balance, anaerobic endurance, and kinesthetic awareness. For this event, the candidate crawls through a tunnel maze that is approximately 3 feet high, 4 feet wide, 64 feet in length, and has two 90° turns and multiple obstacles. In addition, there are two locations where the dimensions of the tunnel are reduced. If at any point the participant chooses to end the event, he/she can call out or rap sharply on the wall or ceiling and will be assisted out of the maze, although doing so will result in failure of the event. Failure also will occur if the candidate requests assistance that requires the opening of the escape hatch or opening of the entrance/exit covers.

Event 7: Rescue



This event uses a weighted mannequin equipped with a shoulder harness to simulate the critical task of removing a victim or injured firefighter from a fire scene. This event challenges aerobic capacity, upper and lower body muscular strength and endurance, grip strength and endurance, and anaerobic endurance. The participant grasps a 165-pound mannequin by the handle(s) on the shoulder(s) of the harness (one or both handles are permitted), drags it 35 feet, makes a 180° turn around a pre-positioned drum, and continues an additional 35 feet to the finish line. Grasping or resting on the drum is not permitted, but the mannequin may touch the drum. The candidate is permitted to drop and release the mannequin to adjust his/her grip. The entire mannequin must be dragged across the finish line. Grasping or resting on the drum at any time results in a warning; a second warning constitutes a failure.

Event 8: Ceiling Breach and Pull



This event uses a mechanized device that measures overhead push and pull forces and a pike pole. The pike pole is a commonly used piece of firefighting equipment that consists of a six-foot long pole with a hook and point attached to one end. This event simulates the critical task of breaching and pulling down a ceiling to check for fire extension. It challenges aerobic capacity, upper and lower body muscular strength and endurance, grip strength and endurance, and anaerobic endurance. After removing the pike pole from the bracket, the participant places the tip of the pole on a 60-pound hinged door in the ceiling and pushes it three times while standing within the established boundary. Then, the pike pole is hooked to a 80-pound ceiling device and pulled five times. Each set consists of three pushes and five pulls; the set is repeated four times. A pause for grip adjustment is allowed. Releasing one's grip or allowing the pike pole handle to slip does not result in a warning or constitute a failure. The candidate may re-establish his/her grip and resume the event. If a repetition is not successfully completed, the proctor calls out "MISS" and the apparatus must be pushed or pulled again to complete the repetition. This event and the total test time ends when the final pull stroke repetition is completed and the proctor calls "TIME."

A warning is given for dropping the pike pole to the ground or for feet straying outside the boundaries; a second warning of either violation constitutes a failure.

Candidate Physical Ability Test (CPAT) continued

In these events, the candidate wears a 50-pound vest to simulate the weight of self-contained breathing apparatus (SCBA) and firefighter protective clothing. An additional 25 pounds, using two 12.5-pound weights that simulate a high-rise pack (hose bundle), is added to the shoulders for the stair climb event.

Throughout all events, the participant must wear long pants, a hard hat with chinstrap, work gloves and footwear with no open heel or toe. Watches and loose or restrictive jewelry are not permitted.

All props were designed to obtain the necessary information regarding physical ability. The tools and equipment were chosen to provide the highest level of consistency, safety and validity in measuring the candidate's physical abilities.

The events are placed in a sequence that best simulates fire scene events while allowing an 85-foot walk between events. To ensure the highest level of safety and to prevent exhaustion, no running is allowed between events. This walk allows approximately 20 seconds to recover and regroup before each event.

To ensure scoring accuracy, two stopwatches are used to time the CPAT. One stopwatch is designated as the official test time stop watch, the second is the backup stop watch. If mechanical failure occurs, the time on the backup stopwatch is used. The stopwatches are set to the pass/fail time and countdown from 10 minutes and 20 seconds. If time elapses prior to the completion of the test, the test is concluded and the participant fails the test.

Preparing for the CPAT:

The four major areas of fitness include:

- ◆ Flexibility
- ◆ Cardiopulmonary endurance
- ◆ Muscular strength
- ◆ Muscular endurance

Warm-up and Flexibility:

A warm-up serves several functions, including:

- Increased blood flow to working muscles and joints
- Decreased likelihood of injury
- Decrease in pre-event tension
- Possible improved performance
- Improved flexibility

A proper warm-up should begin with a few minutes of the same type of activity you are about to do at a very light exertion level. The next step is to stretch to improve flexibility and further your warm-up.



Flexibility rules:

- No bouncing
- Stretch slowly
- No pain
- Stretching is not competitive
- Breathe slowly to help you relax
- Stretching should feel good

Try some or all of these stretches:

- Knee to chest
- Knee to chest - diagonal
- Side quadriceps stretch
- Straddle stretch
- Calf stretch
- Chest stretch
- Knee to chest - leg straight
- Forearm stretch
- Leg cross
- Butterfly stretch
- Cross over stretch
- Upper back stretch
- Triceps stretch

Cardiopulmonary endurance:

Cardiopulmonary endurance is the ability of the cardiovascular and respiratory systems to deliver oxygen to working muscles. It consists of both aerobic and anaerobic energy systems.

Aerobic activities include: bicycling, hiking, climbing stairs, and running when performed at a low enough intensity. These should be done 3-5 days a week.

Anaerobic activities include sprinting and circuit training and should be done 2-3 days a weeks, resting at least a day in between for recovery necessary to prevent over training.

Muscular strength/endurance

This is a resistance program designed to improve your total body strength and endurance. If you are not familiar with lifting programs, have any joint pain or feel uncomfortable performing any weight training exercises, you should seek the advise of a professional trainer.

The workout should follow a warm-up and stretching program.

General safety tips while performing resistance training:

- ❑ Always lift with a partner
- ❑ Ask for help from an expert if you don't know what you are doing
- ❑ Progress slowly to avoid injuries
- ❑ Never show off by attempting to lift more weight than you normally lift
- ❑ Use proper lifting technique when lifting weight plates and dumbbells
- ❑ Never drink alcohol or take medications that may cause drowsiness prior to lifting weights
- ❑ Do not lift too quickly, always control the weights
- ❑ Always use strict form. Proper technique is more important than the amount of weight lifted
- ❑ Keep head in neutral position, looking straight ahead and not upwards or downwards



CPAT Training program consists of two training programs:

Aerobic Training and Interval Training

Although this is best accomplished at a gym with an array of equipment, exercise can be done with little or no equipment.

If you need further information for specific type of exercises that are helpful to the physically demanding job of a Firefighter go to the following website:

www.mesacc.edu/dept/d12/fsc/cpat/documents/CPATPrepGuide.pdf

Preparing for the Interview:

One of the first things you should do in the preparation for the Firefighter Recruit test is to find out as much as you possibly can about the Phoenix Fire Department and the job of a firefighter. You are encouraged to thoroughly familiarize yourself with the firefighter's job responsibilities and operating philosophies of modern fire departments. A way to obtain additional information is to visit a Phoenix Fire Station during normal business hours (8:00 A.M. – 5:00 P.M.).

You are free to ask the Captain on duty questions regarding what the department expects from its firefighters, what the Department's organizational structure is, what different assignments are available to firefighters and what firefighters wages and benefits are. You may ask the firefighters questions about recruit training and what Firefighters' day-to-day duties are and how they perform them. Ask questions that will help you make an informed decision about becoming a City of Phoenix Firefighter.

NOTE: Visits to the Fire Stations, however, are not a prerequisite and have no direct influence on the hiring process.

Interviews are somewhat subjective even though there are benchmarks that need to be addressed. While nervousness does not count against a candidate, it can prevent a candidate from fully answering a question. It is critical to prepare for the interview, as it is the foundation of selection of recruits. Many techniques for interview preparation have been devised. Each candidate should choose techniques he/she feels are appropriate and begin preparation. The following are some of the techniques which have been used by successful candidates.

- ◆ Join a mentorship program/group (see page 3 of this document for more information)
- ◆ Take community college classes
- ◆ Take a speech class to gain skills, become comfortable speaking and projecting a message.
- ◆ Join Toastmasters, or an organization which provides its members the opportunity to improve public speaking skills.
- ◆ Collect sample questions used in past interviews, along with detailed answers. This will give you material with which to practice.
- ◆ Set up mock interview boards and have them ask you questions.
- ◆ Video tape the mock interviews for in depth review and study.
- ◆ Develop the self awareness and speaking skills to be able to list and describe the attributes you have which will help you become a good firefighter.
- ◆ Tape record yourself answering some questions, try to take out the "ums" and "ands".



Successful interviewing requires communication skills that aren't typically developed through normal life experiences. Many candidates have found it helpful to apply and test for several fire departments simultaneously. This seems to speed up interview skill development.

Interview Ideas:

1. Arrive at least 30 minutes early. DO NOT BE LATE!
2. Shake hands with the board members upon entering the room and repeat their names using appropriate titles.
3. Take a seat after being directed to do so.
4. Make yourself as comfortable as possible. Don't forget to smile. Be yourself.
5. Lean forward and listen carefully to the chairperson.
6. If written questions are present, pick-up and review.
7. Follow along with the question while it is being read.
8. You can ask the board member to repeat the question if you do not grasp it initially.
9. When beginning to answer question make eye contact with board member who read the question. Scan each board member while answering question. End your answer by looking at the board member who asked the question.
10. If the question has two parts, make sure you answer both parts of the question.
11. If during your answer you get confused or lose your train of thought, stop and either have the board member re-read the question or refer back to the question in front of you.
12. Pause between thought processes, avoid using "and ums", "ahs", "and stuff like that". These can be distracting to the board.
13. Answer the question as succinctly as possible, do not ramble.
14. Minimize stories and use of examples sparingly. Do not use examples that do not apply.
15. A closing statement may be acceptable, however, be brief, do not ramble. Thank the board members for their time and consideration.
16. Remain seated until chairperson gives exit instructions.
17. Leave questions on the table.



FIREFIGHTER RECRUIT

Frequently Asked Questions

Written

HOW DO I APPLY?

The ONLY way to apply for firefighter recruit is to **apply online** during the recruitment period. To apply, go to: phoenix.gov/jobs. Be sure you read the entire job announcement before hitting "Apply Now", as it contains important information on how to access the study guide. We recommend that you print or save the job announcement to your computer so that you can refer to it.

HOW DO I KNOW MY ON-LINE APPLICATION WAS SUBMITTED CORRECTLY?

Once you submit your application, the page will say "You have successfully submitted your job application." You will also receive a confirmation e-mail. If you do not receive these messages, you did not successfully apply. If you did not successfully apply, you will NOT be allowed to take the written exam. Applications will not be accepted at the written exam. Be sure you hit the "SUBMIT" button when you are ready to submit your application. Many people mistakenly hit "Save as Draft" instead of "SUBMIT" and are excluded from the recruitment process because of this mistake.

HOW CAN I GET THE STUDY GUIDE?

Study guides will ONLY be available on the internet during the five-day recruitment period. We will not be distributing hard copies during the recruitment period, with the exception of hardship situations. The job announcement lists the webpage name of the study guide. It can be downloaded from any computer. We recommend that you immediately print or save the job announcement and study guide to your computer because they will only be available during the five-day recruitment period.

CAN THE WRITTEN EXAM BE TAKEN AT ANOTHER TIME?

No. All applicants will be administered the written exam on Monday, May 9, 2011. This is the ONLY test date.

WHAT SHOULD I BRING TO THE WRITTEN EXAM?

You will only need your photo ID. Since you will have applied online, we will already have your name on a list which verifies that you have already applied. You will NOT be allowed to take the exam if you do not apply in advance. Do not bring the study guide, pens, pencils, calculators, cell phones, pagers, food, drinks, family, friends, etc.

WHAT IS THE PASSING SCORE?

The passing score is determined by the average score achieved by the applicants taking the test.

I DON'T LIVE IN PHOENIX. CAN I STILL APPLY?

Yes. However, upon employment, all Firefighters have 24 months from date of appointment to meet the city's residency policy and maintain compliance throughout employment. The policy can be found at <http://phoenix.gov/EMPLOY/residency.html>

I WAS A FIREFIGHTER SOMEWHERE ELSE. DO I HAVE TO TAKE THE WRITTEN EXAM AND/OR DO I HAVE TO ATTEND THE FIRE ACADEMY?

Yes. You need to take the written exam. You will be required to test and if successful, you will have to go through the training as any other firefighter recruit, provided you have not gone through the Phoenix Fire Department Training Academy in the past couple of years (this is determined on a case by case basis). If you have been through the PFD Training Academy recently, that may be considered. Your experience as a firefighter may help in the testing process, but the Phoenix Fire Department does not accept transfers. Go to the AZ Department of Health Services website to check on transferring EMT Certification at www.azdhs.gov/bems/faq1.htm.

WHAT IS THE MINIMUM AGE FOR APPLICANTS?

You must be at least 18 years of age by the last day of the recruitment/application period.

WHAT IS THE MAXIMUM AGE FOR APPLICANTS?

The City of Phoenix does not have a maximum age limit.

DO I HAVE TO BE A HIGH SCHOOL GRADUATE OR HAVE A GED?

No. However, the written exam and materials used at the Phoenix Fire Department Training Academy are at the grade 14 reading level.

I HAVE A RELATIVE WORKING FOR THE CITY OF PHOENIX. CAN I STILL APPLY?

Yes.

HOW DO I PREPARE FOR THE WRITTEN EXAM?

Study the study guide. Approximately 70% of the questions on the exam are based on information within the study guide. The remaining questions are reading comprehension and math. Reading skills usually cannot be significantly improved in four weeks, but you may wish to brush up on your basic arithmetic skills.

WILL I BE ALLOWED TO USE THE RESTROOM DURING THE WRITTEN EXAM?

Yes.

I'M PREGNANT. CAN I TAKE THE WRITTEN EXAM?

Yes. However, you should review the Candidate Physical Ability Test booklet with your physician to determine whether or not you can safely compete in that phase of the testing process.

WHEN WILL I RECEIVE THE RESULTS OF MY WRITTEN EXAM?

Written exam notices will be mailed four to six weeks after the exam. Your final notice will include your written exam score. You will then be placed on an eligibility list for Firefighter Recruit by the City of Phoenix Human Resources Department. The Phoenix Fire Department will then use this list to invite candidates for interviews.

EMT

DO I NEED TO BE ARIZONA EMT CERTIFIED AT THE TIME OF APPLICATION?

No. However, Proof of Valid certification as an Emergency Medical Technician (EMT) with the State of Arizona is required at the scheduled date of your final selection interview with the Phoenix Fire Department.

IF I HAVE A VALID NATIONAL REGISTRY EMT CERTIFICATION , WILL I ALSO NEED TO BE CERTIFIED THROUGH THE STATE OF ARIZONA?

Yes. You can contact the Department of Health Services to transfer your national registry certification.

IF I HAVE A VALID EMT CERTIFICATION IN ANOTHER STATE, WILL I NEED TO BE CERTIFIED THROUGH THE STATE OF ARIZONA?

You must contact the Department of Health Services in the state you obtained your EMT certification in order to determine if your certification can be transferred. Not all state EMT certifications are eligible to transfer. Go to the website for frequently asked questions: www.azdhs.gov/bems/faq1.htm .

CPAT

HOW MUCH DOES ALL THAT GEAR WEIGH?

Firefighters must carry an array of specialized tools and equipment that can weigh over 70 lbs, plus a breathing apparatus that weighs 40 lbs.

AT WHAT POINT IN THE PROCESS DO I NEED TO HAVE PROOF OF PASSING CPAT ?

Proof of successful completion of a Candidate Physical Ability Test (CPAT) from a licensed agency within 6months is required at the scheduled date of your final selection interview.

WILL THE CITY OF PHOENIX FIRE DEPARTMENT ACCEPT CPAT CERTIFICATION FROM ANOTHER AGENCY/MUNICIPALITY?

Yes. The City of Phoenix Fire Department will ONLY accept CPAT certification from other “licensed” agencies or municipalities. You must show proof of successful completion from a licensed agency within 6 months of your scheduled final selection interview.

Hiring

WHAT IF I HAVE A POLICE RECORD?

All firefighter recruits go through a police background check before being hired. A criminal conviction will not automatically eliminate you from the process. Things that are taken into consideration are:

- Crimes committed
- When it occurred
- Your age at the time
- The relationship between the crime and your position as a firefighter

Police records never go away, so be sure to answer the application screening questions honestly.

DO I HAVE TO BE A CITIZEN OF THE UNITED STATES?

No. However, if you are a non-citizen, you must have acceptable documentation that verifies you are a legally allowed to work in the United States. The documentation must be presented and valid when a job offer is made.

WILL I NEED A COPY OF MY BIRTH CERTIFICATE?

No. You will have to present two (2) forms of identification at the time of hire. The most common documents are a driver's license and a Social Security Card.

WILL I NEED MY MILITARY DISCHARGE FORM (DD214)?

Yes. You will present a copy when you enter the academy.

DO I HAVE TO PASS A MEDICAL (PHYSICAL) EXAM PRIOR TO BEING HIRED?

Yes. Candidates must complete and pass a medical examination. This examination includes a cardiovascular fitness component that must be passed with a Tier 2 grading or better. (Refer to the following website for information on Tier 4 Program: www.phoenixfirehealth.com and also refer to the CPAT Candidate Preparation Guide for more information on cardiovascular fitness and conditioning. This document is available for download at www.phoenix.gov/fire.)

WILL I BE DRUG TESTED PRIOR TO BEING HIRED?

Yes, and you will be subject to being tested up to 3 additional times a year.

WHEN WILL THE CITY OF PHOENIX BE RECRUITING FOR FIREFIGHTER RECRUIT AGAIN?

The City of Phoenix usually distributes applications for Firefighter Recruit once a year. However, the expiration date of the eligible list may be extended at the discretion of the Human Resources Department.

HOW MANY PEOPLE IS THE CITY OF PHOENIX GOING TO HIRE?

We don't know at this time. The number of people hired varies from year to year, depending upon the number of employees retiring, the amount of employee turnover, and the number of new stations opened.

[Training Academy](#)

WHAT IS THE JOB OF A FIREFIGHTER REALLY LIKE?

Firefighting involves extremely hard, skilled physical work, and firefighters must be able to handle emergency, life-or-death situations. Firefighters must also be willing learners. Continuous in-service training throughout their careers keeps them up-to-date on the newest technologies and latest fire suppression methods. Training in the fire service encompasses many subjects, such as building construction, emergency medical procedures, hazardous materials, technical rescue, public education, community relations. Firefighters must have strong social skills, and the ability to think and communicate clearly in very stressful situations. You are more than welcome to stop by any Phoenix Fire Station during business hours (8-5) and visit with the on duty crew to find out more.

HOW LONG IS TRAINING AT THE FIRE ACADEMY?

The Recruit Academy lasts approximately 12 weeks. Those who successfully complete the recruit program are placed in the field as probationary firefighters for approximately nine months. During that time period an on-going structured training program will be provided along with monthly evaluations. Probationary firefighters return to the Training Academy for additional training days for further advanced training.

WHAT HAPPENS AFTER COMPLETION OF MY PROBATION?

Following successful completion of the probationary period, all firefighters are then assigned to emergency medical transportation duty for 200 shifts. Following this period, firefighters will be assigned to fire companies.

TO BE A PARAMEDIC, DO I HAVE TO BE A FIREFIGHTER FIRST?

Yes.

HOW ARE PROMOTIONS MADE IN THE DEPARTMENT?

The first promotional opportunity is to Fire Engineer. You must have 3 ½ years on the job. For promotion to Fire Captain, you must have seven years on the job. This time can be reduced **up to six months** with college credits. Both tests may consist of a written and practical exercise. The Battalion Chief test can be taken after one year as a certified Captain.

DO FIREFIGHTERS GET TO SLEEP DURING THEIR SHIFT?

Every station is designed to accommodate a crew for 24 hours. This includes a kitchen, dorm, restrooms, showers, exercise equipment, TV room. Sleeping is permitted, as is cooking, working out, and studying, although you must be ready to respond to alarms and fulfill other duty requirements at all times.

WHO IS IN CHARGE?

The Phoenix Fire Department is structured to mirror a military hierarchy. The station is a microcosm of that, beginning with the firefighters, a fire engineer (driver) in charge of the apparatus, and a captain in charge of the entire crew. Each area of the city has a battalion chief in charge of operations and stations in his or her battalion.

Address Change

IF I HAVE A CHANGE OF ADDRESS, PHONE #, ETC. WHO SHOULD I NOTIFY?

There are two places in which you should change this information the first is with the City of Phoenix Human Resources Department – you will need to log into e-CHRIS (the online system you originally applied through) to update your profile and the other is with the City of Phoenix Fire Department: Email the following email address: recruitment.pfd@phoenix.gov

IF I HAVE ANY QUESTIONS REGARDING THE TESTING/HIRING PROCESS FOR FIREFIGHTER RECRUIT WHAT DO I DO?

Email the following email address: recruitment.pfd@phoenix.gov.

This email is checked Monday - Friday, you should get a response within 24 to 48 hours. The information you receive from this email is directly from Fire Personnel.

Become a Volunteer who truly makes a difference

The Phoenix Fire Department has several opportunities to volunteer your time to your community and make a difference.

The Community Assistance Program	The Cadet Program
Provides 24 hour on-scene crisis intervention services	Provide services at different fire department services community events and helping out sections within the department.
18 years of age for EMT's and 21 years of age for BHS and possess a valid Arizona driver's license.	Must be 16 years of age or older
EMT's provide basic EMT assistance to customers as needed, operate van, use of fire dept. radio, work in partnership with BHS. Help maintain equipment and supplies; EMT re-certification is available through PFD. Behavioral Health Specialists (BHS) provide immediate crisis intervention, provide valuable support to customers in crisis, bridge the gap between customer, fire and police departments, work in partnership with EMT, maintains records of calls.	Hands on experience for the job of a firefighter. Including working at fire stations, training in firefighting skills, hands on EMS training. Helping out at community events, such as CPR training, Open houses, public education events, and much more.
<p>How to apply: Community Assistance Program (C.A.P.) Contact: Kerry Ramella Call (602) 256-4369</p> <p>Applications can be picked up Monday through Friday 8:00 A.M. – 5:00 P.M. at the Phoenix Fire Department Administration Office: 150 S. 12th Street Phoenix, AZ 85034-2301</p> <p>Or you can call this number above to have an application mailed to you.</p>	<p>How to apply: Cadet Program Contact: Mike Harvey</p> <p>Monday through Friday 8:00 A.M. – 4:30 P.M. at the Phoenix Fire Department Training Academy: 2425 W. Lower Buckeye, Phoenix, AZ 85009</p> <p>Pick up an application at the address above</p> <p>or Visit our Website: www.phoenix.gov/fire/cadet/html and download an application or program flyer.</p> <p>Or get one at a Cadet Meeting, held 2 times a month at the Training Academy.</p>
Complete an application, interview, complete a background check (including fingerprints), & complete 90 hours of training.	Complete an application, interview, be able to purchase a uniform & volunteer a minimum of 32 hours every 3 months (quarterly). Attend monthly meetings.

Helpful Websites:

City of Phoenix: <http://www.phoenix.gov/employment>

Phoenix Fire Department: <http://phoenix.gov/fire>

Phoenix Fire Recruitment Website: <http://www.phoenix.gov/joinpfd>

International Association of Fire Fighters Local 493: <http://www.i493.org>

Maricopa Community Colleges: <http://www.maricopa.edu>

Maricopa County Library: <http://www.mclidaz.org>

City of Phoenix Library: <http://www.phoenixpubliclibrary.org/locations.jsp>

Arizona Department of Health Services – EMT – Frequently Asked Questions:
<http://www.azdhs.gov/bems/faq1.htm>

Note: If you need access to the internet for researching these sites, your local library can be a great resource.

**If you do not think about your
future, you cannot have one.**

John Galsworthy (1867-1933)



Phoenix Fire Department Mission Statement

The Phoenix Fire Department is committed to providing the highest level of public safety services for our community. We protect lives and property through fire suppression, emergency medical and transportation services, disaster management, fire prevention, and public education.

Our members will:

- *Prevent harm*
- *Survive*
- *Be nice*

Developed and adopted on January 16, 2007