

PHOENIX FIRE DEPARTMENT REGIONAL DISPATCH CENTER (PFDRDC)

ABOUT US

- Regional Fire/EMS dispatch center for 29 jurisdictions within the Phoenix metropolitan area
- Serve 19 agencies covering 165 fire stations, 4 counties and over 2,000 square miles

DUTIES

- Receive and dispatch emergency and non-emergency calls for service
- Give first aid and pre-arrival instructions to callers when appropriate
- Support members of the community and field personnel

MISSION

The Phoenix Fire Department Regional Dispatch Center is committed to quickly dispatching resources to emergency situations for the communities we serve, gathering information and providing life-saving instructions while maintaining the highest level of internal and external customer service.

COMPENSATION & BENEFITS

- \$28.86 - \$30.31 (hourly) Hiring range
 - \$60,028 - \$63,044 (annual)
- \$28.86 - \$38.68 (hourly) Pay range
 - \$60,028 - \$80,454 (annual)
- Medical, Dental, & Vision Insurance
- Paid Vacation, Sick, & Parental Leave
- Opportunities for Overtime
- Holiday Pay
- Shift Differential
- Employee's Retirement Plan
- Deferred Compensation Plan
- Tuition Reimbursement
- Flex Wrap Childcare Program
- Employee Assistance Programs
- Wellness Program
- Access to Fitness Facility
- Other union-negotiated benefits

HIRING PROCESS

All candidates are selected from an established eligibility list.

Phase I - To be placed on the eligibility list you must:

1. Answer screening questions as part of the application process
2. Successfully type 40 WPM (words per minute)

Phase II - Candidates from the eligibility list complete:

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



POSITION REQUIREMENTS

- Work irregular hours (mornings, afternoons, nights)
 - 24/7 operating hours
 - After training, you will be able to bid on a permanent schedule
- Work weekends and holidays
- Attend a minimum of 26 weeks of training while in training process (40hr weeks)
 - Training process is paid
- Successfully complete training program
- Complete and maintain PFD Emergency Medical Dispatch (EMD) Certification & CPR Certification

REQUIRED EDUCATION & SKILLS

- High School diploma or GED
- 1 year experience in public contact work
 - Including general typing

PREFERRED EDUCATION & SKILLS

- Emergency Medical Dispatch (EMD) Certification
- Emergency Medical Technician (EMT)
- Fluent in Spanish language
- Type over 40 WPM



HOW TO APPLY

- Applications can only be obtained during the recruitment period
- Recruitment period is typically once a year

Applications are available at:
City of Phoenix Personnel Department
251 W Washington Phoenix, AZ 85003-2018
Job Line: 602-534-JOBS (5627)
On-line at: www.phoenix.gov

For more information, visit
www.phoenix.gov/fire or e-mail
dispatcher.recruitment.pfd@phoenix.gov
with your interest/questions

For additional information, or a copy of this publication in an alternate format, contact the Phoenix Fire Department at 602-495-5555 (voice/TTY)
Updated June 2025

