

## Hiring Process

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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. Complete a written test administered through International Public Management Association (IPMA).
3. Successfully type 40 WPM (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

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- 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  
135 N. 2nd Avenue  
Phoenix, AZ 85003-2018

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

*Applications also on-line 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 602-262-7496/voice or 602-495-5555/TTY*

July 2019

## City of Phoenix Fire Department

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# Fire Emergency Dispatcher

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*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

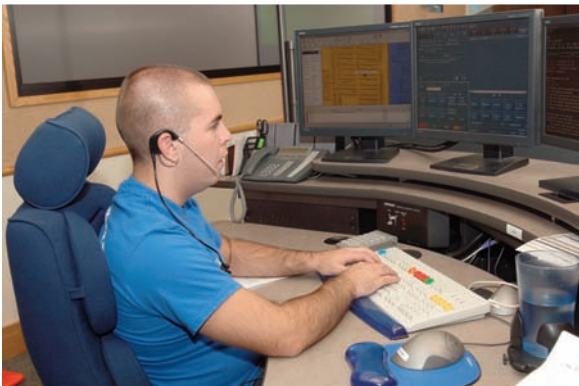
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\$19.64 - \$28.79 (hourly)  
\$40,851 - \$59,883 (annually)  
Full-time and Part-time positions

## 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 26 weeks of training (40 hours per week)
- Successfully complete training program
- Complete and maintain PFD EMD Certification

## Required Skills

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- Type 40 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

*Part-time employees **do not** receive city benefits.*

