UNSEEN HEROES
WANTED.
APPLY NOW.
Learn how you can be a Call Taker/Radio Dispatcher at www.phoenix.gov/police/joinphxpd911

TO LEARN MORE, VISIT US ONLINE AT:
www.phoenix.gov/police/joinphxpd911

On our website you can:
- Learn about Phoenix Police Communications
- Learn about the Training Process
- Learn ways to prepare for steps in the hiring process
- Review our questioning procedures, priority guidelines, radio codes, terminology
- Review Frequently Asked Questions regarding 9-1-1, Crime Stop, Radio Dispatch

COMPENSATION AND BENEFITS
- Competitive Salary
- Medical and Dental Coverage
- Tuition Reimbursement $6,500 per Fiscal Year
- 38 Weeks of Fully Paid Training
- Eligible for College Credits
- Night Shift Differential Pay
- Life Insurance
- City of Phoenix Retirement Plan
- Deferred Compensation
- Vacation and Sick Leave
- Holiday Pay
- Military Leave Time

LATERAL HIRES
- Competitive Salary

Lateral applicants must have one year of continuous full-time experience as a Police 911 Call Taker and/or Police Radio Dispatcher after completing probation.

Applicants cannot have been separated from a law enforcement agency for more than 12 months at the time of application.

The online application will ask specific questions to determine qualifications.

CONTACT THE COMMUNICATIONS TRAINING UNIT AT:
602-534-1301 or 602-534-2583
Communicationstraining.ppd@phoenix.gov

“PRIDE in customer service”
#FindTheBlueInYou

P.R.I.D.E.
Protection | Respect | Integrity | Dedication | Excellence
The Phoenix Police Department is seeking individuals who demonstrate the ability to work calmly with the citizens of Phoenix, and Phoenix Police Officers while using a computer-based telephone system, multi-button base radio, and Computer Aided Dispatch System.

Come join the 5th largest city in the country and provide world-class customer service. Be one of the first, first responders.

**MINIMUM REQUIREMENTS**

- One year of experience in public contact, customer service and/or clerical work.
- Ability to type 40 words per minute net from dictation.
- Computer knowledge using Windows based programs
- Ability to spell accurately
- Ability to sit or stand while on the telephone and using multiple computer monitors for 8-12 hours per day
- Ability to multi-task using the telephone and radio
- Ability to react under time-sensitive, stressful and critical situations
- Ability to accurately follow directions in a fast-paced environment
- Work nights, weekends, holidays

**HIRING PROCESS**

To ensure that we hire the finest people possible, our hiring process requires you pass each step in order to move on to the next.

**STEP 1**

- Go to [www.phoenix.gov/employment](http://www.phoenix.gov/employment)
- Apply for Police Communications Operator
- Complete the required information. Respond to the series of questions located on the online application.
- The results of the application and pre-screening process will be sent to your primary email address. If eligible for the position, you will be contacted via email to move on to the next step in the process.

**STEP 2**

Typing Test from Dictation

Applicant will be wearing headphones, listening to a computerized female voice and typing what she tells them to type. An adjusted score of 40 WPM or higher is a passing score.

**STEP 3**

Computer Simulated Test – CritiCall

CritiCall is computerized simulator software that tests the applicant's skills and abilities in data entry and multi-tasking.

**STEP 4**

Panel Interview

**STEP 5**

Background Process

- Background Questionnaire
- Investigation, Interview and Polygraph
- Note: Process takes 4 to 8 weeks from time questionnaire is turned in

**STEP 6**

Controlled Substance Screening

General Disqualifiers:

- Drug Use: Illegal marijuana use occurring within the last 12 months
- For a full list of disqualifiers go to [www.phoenix.gov/hrsite/Documents/disqualifierscivilian.pdf](http://www.phoenix.gov/hrsite/Documents/disqualifierscivilian.pdf)