

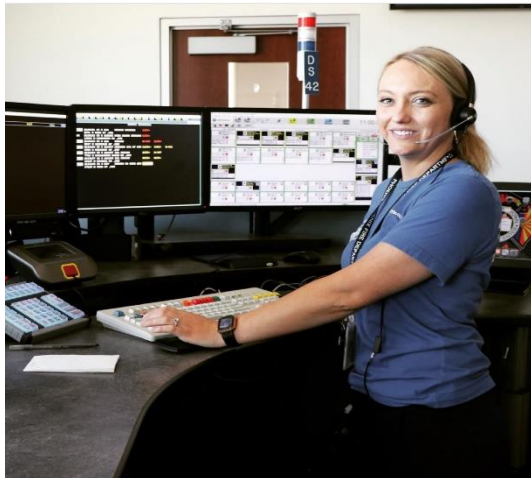
Hiring Process

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

1. Answer the screening questions as part of the application process
2. 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

- 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)**

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*

August 2022

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

\$24.11 – \$35.46 (hourly)
\$50,149 – \$73,757(annually)
Full-time Positions

Duties

- 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

- 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

- 1 year experience in public contact work, including general typing

Desirable Education/Skills

- Emergency Medical Communications (EMD)
 - Emergency Medical Technician
 - Fluent in Spanish
 - Type 40 words per minute
- Courses available at community colleges*

Benefits

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
- Flex Wrap Child Care Program
- Employee Assistance Programs
- Wellness Program

No part time positions are currently available

