

Police Dispatcher I/II Fact Sheet



Thank you for your interest in a career with the City of Tempe Police Department. This information is being provided to familiarize applicants with the roles and responsibilities of the position you are applying for.

In 2004 Tempe Police Dispatchers handled over 600,000 phone calls. Tempe Police Dispatchers kept track of officers while they handled approximately 200,000 calls for service in 2004. Police Dispatchers handle all police related requests for service. All Fire and EMS requests are transferred to the Phoenix Fire Alarm room for response.

If you ask Tempe Police Dispatchers what they like about their job, they will tell you:

- Excitement of the job – something new every time you answer the phone
- Challenging
- Salary – ranges from \$32,779 – \$56,659 annually
- Benefits
- Great co-workers
- The ability to help citizens and officers
- Learning new information on a regular basis
- Job stability

Training

Successful Police Dispatcher I/II applicants will attend and complete a training process which involves classroom training, ride alongs on the road with officers, dispatcher sit alongs, as well as on the job training with a trainer. Dispatchers are required to master three phases of training in order to pass probation. The first phase teaches trainees how to handle police related calls for service, map reading, radio codes, CAD functions and more. The second and third phases of training teaches the trainee how to dispatch, more radio codes, radio procedures, more map reading, more CAD functions, monitoring and tracking officers on the radio and more.

Dispatchers are required to make quick decisions; coordinate multiple tasks at one time, such as typing while listening and responding to the phone and radio; be courteous, calm and professional; must have common sense and the ability to maintain control of a situation.

Completion of all three training phases will be within the first year. Each phase will be mastered before the trainee is passed on to the next phase. The trainee is left on the floor alone once the current phase is mastered to allow time for proficiency. Training is worked on all shifts to give trainees the opportunity to master the types of requests that are handled on each shift. When the third phase of training has been successfully completed, the trainee will receive a 10% pay increase. When the trainee has been released from probation, an additional 5% increase will be given.

Shift Work

Once released on his/her own a trainee is likely to work a graveyard or PM shift. **Most shifts require weekend hours and holidays.** Police Dispatchers bid for shifts every six months. Bidding is done by seniority, based on date of hire, for shifts that consist of working mostly four – ten hour shifts. Some shifts consist of working five – eight hour shifts. Schedules are evaluated every six months and adjusted accordingly.

Testing Process

The testing and evaluation process can take several weeks. Time periods are approximate. Please be patient and do not be discouraged. We simply want to give each applicant the consideration they deserve. The best applicants will be passed on to the next testing process after the hiring manager reviews the results – not every applicant is sent forward. Applicants are encouraged to schedule time to sit in Communications with a dispatcher for a few hours, during the testing process. Testing will follow the listed process:

- Hands on dispatcher testing
- Oral Panel Interview
- Background review
- Polygraph
- Background Investigation
- Psychological
- Medical test

In most cases, a candidate who successfully completes this process will be given an offer of employment. In certain circumstances, if the division is fully staffed, a candidate will be placed on a hire list until a vacancy occurs.

A few things about the City of Tempe:

There are many benefits given to full-time, regular employees of the City of Tempe. These are some of the highlights:

- Health / Medical Insurance
 - Cigna / PPO
- Dental Insurance
- Vision plans
- Prescription drug discounts
- Life insurance
- Long term & short term disability
- Paid holidays
- Family Medical Leave Act (FMLA)
- Bereavement leave
- Military leave
- \$5,000 annual tuition reimbursement program

We also offer:

- 15% pay increase after successfully passing first year probation and cross training
- Bilingual compensation
- Free Bus passes
- Comp Time / Overtime
- Shift differential

We have excellent long term plans also:

- Arizona State Retirement
- Deferred compensation plans available
- Retiree benefits

Tempe plays host to many activities. Some of the main events are:

- PF Chang's Rock – n – Roll Marathon
- New Year's Eve Block Party
- Fiesta Bowl
- Orange County Choppers
- Mill Avenue Arts Festival
- Arizona Cardinals Football Season
- Anaheim Angels Spring Training at Diablo Stadium
- Tempe Triathlon

Police Dispatcher I/II Application Checksheet

Police Dispatcher I/II applicants are required to complete and return all supplemental forms listed below. Check the following before returning your packet:

	Have you completed all portions of the City of Tempe / Application for Employment ? Check to ensure all boxes are checked and that you have signed and dated the last page of the application.
	Have you checked all of the boxes on the City of Tempe Police Department Questionnaire ? It must also be signed and dated.
	Did you include your typing test ? A minimum typing speed of 30 net wpm is required. On-line typing certification will not be accepted.
	Have you filled out and signed the Automatic and Discretionary Disqualifiers ? This form must be filled out to the best of your recollection and in full.
	Did you include all previous experience related to dispatching on the Operator/Dispatcher Experience ? You do not have to have experience to become a Police Dispatcher I/II.
	Have you filled out the Questionnaire including your typing speed?