

## Airport Communication Dispatcher

Dispatchers in the Airport Command Center are responsible for receiving and dispatching emergency and non-emergency calls to Police, Fire, Operations and Maintenance airport personnel. Duties include operating and monitoring computerized alarm systems, lightning detection, advance fire warning, closed circuit TV, and other computerized access control systems. Positions may operate a paging system, multi-line telephone switchboard system, two-way radio and other communication equipment in providing accurate and timely dissemination of information and messages to field units. Additionally, positions update and track information on computerized and/or printed forms and perform general clerical duties.

The Aviation Department is a 24-hour per day, 7-day per week operation. Employees are required to work evenings, nights, weekends, and holidays. Vacation and shift assignments are determined by seniority which will require working 2nd or 3rd shift for an indefinite amount of time.

This list may also be used to fill other citywide Communications Dispatcher positions (\$14.15 - \$20.46 hourly) responsible for receiving calls from external and internal customers and relaying information to appropriate persons for action.

### **RECRUITMENT DATES**

Recruitment closes March 26, 2018. All materials must be received by 11:59 p.m. on this date.

### **SALARY**

\$15.40 (minimum) - \$22.48 (maximum) hourly / \$32,032 - \$46,758 annually. Actual salary may vary depending on the position/division/department.

Comprehensive benefits package includes: 11.5 paid holidays, 12 vacation days, 15 sick days, free bus/light rail pass, traditional pension and 457/401 plans, tuition reimbursement upon hire, choice of Blue Cross/Blue Shield or Cigna HMO, PPO. For more details, visit:

<https://www.phoenix.gov/hrsite/Benefit%20Category/003.pdf>

### **JOB REQUIREMENTS**

- One year of full-time experience in which the operation of a two way radio (multi-channel 800 MHz) or multi-line telephone switchboard equipment was a primary function of your job.
- Some experience in general typing and clerical work.
- Working irregular hours, second and/or third shifts, weekends, holidays, and evenings may be required depending on position/division/department.
- The following list is not all inclusive, but are TSA general factors for disqualification of employment for working at Phoenix Sky Harbor International Airport. Other factors will be assessed that may also lead to disqualification. Qualified candidates should consider these factors when applying.  
<https://forms.skyharbor.com/Content/Downloads/AviationEmploymentDisqualifiers.pdf>
- Only the highest qualified will be posted to the eligible to hire list.

**PREFERRED QUALIFICATIONS** Includes the job requirements listed above, plus:

- Ability to remain calm and exercise considerable judgment while making decisions in emergency situations.
- Ability to multitask.
- Ability to listen carefully and identify key information from callers.
- Ability to type 35 wpm.
- Fluency in a secondary language.
- Working irregular hours, second and/or third shifts, weekends, holidays, and evenings is required.

## **HOW TO APPLY**

Apply online by completing the required information and attaching your cover letter and resume. Please include your experience as it relates to the qualifications stated above.

**YOUR COVER LETTER AND RESUME, PLUS ANY OTHER REQUESTED MATERIAL, MUST BE IN ONE ATTACHMENT.** Only online applications are accepted for this position. The results of the resume screening process will be sent to your primary email address.

## **WHAT YOU NEED TO KNOW**

- All finalists for positions are subject to a criminal background check applicable to the department or position.
- For other important information related to employment with the City of Phoenix, please visit: <https://www.phoenix.gov/hrsite/Documents/Talent-Acquisition/Employment-Information.pdf>
- If you need assistance applying for this job, please contact our HR Center at (602) 495-5700.

## **REFERENCE**

Communications Dispatcher, JC: 01810, ID#26489, 3/2018, 6 mos, AB, Benefits: U3, Q

City of Phoenix is an equal opportunity employer; our employees demonstrate superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

AmeriCorps, Peace Corps, and other national service alumni who meet the required qualifications are encouraged to apply.