CITY OF AMES
invites applications for the position of:
Public Safety Dispatcher
An Equal Opportunity Employer

SALARY: $22.90 - $27.74 Hourly
$47,629.09 - $57,708.14 Annually

OPENING DATE: 08/14/20
CLOSING DATE: 08/31/20 12:00 PM

GENERAL INFORMATION:
The City of Ames Police Department is currently seeking applications for the position of Public Safety Dispatcher. Under general supervision, this position performs work involved in the operation of a metropolitan communications system; receives and handles both emergency and non-emergency communications from a wide range of sources; dispatches appropriate units or equipment in response to police, fire, or medical emergencies; performs related work as required. Work is within a 24/7/365 environment and subject to shift assignment and occasional mandatory overtime.

This position also requires residency based on the PPME bargaining unit agreement. The following link is a map that you may view the required residential area within the BLUE lines: City of Ames Residency Map

The City of Ames is conducting a recruitment to establish a Civil Service eligibility list for this classification. The list will be valid for up to one year from the date of certification by the Ames Civil Service Commission and may be used to fill one or more vacancies in this classification. In addition, City of Ames Civil Service employees who have previously held Civil Service status in this classification and are interested in voluntarily demoting or laterally transferring into the current vacancy must submit their application by the deadline.

Our comprehensive benefits package can be viewed at: City of Ames Benefits

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Monitors fire, police, ambulance, and general service frequencies; responds to emergency calls; provides emergency medical dispatching when necessary; dispatches equipment and services in accordance with established operating procedures; maintains contact with units at all times during shift assignment; maintains a continuous record of the status of mobile units; maintains manual and automated logs and records including a log of all information received and transmitted; operates equipment essential to the position; sends and receives computer terminal messages; routes messages to appropriate destinations; monitors cameras and alarms; provides fingerprinting services for the general public.

Employees must acquire competency in the following areas: knowledge of computer aided dispatching software; knowledge of emergency medical dispatching protocols; knowledge of the location of streets in Ames; knowledge of rules governing proper usage of state/federal computer terminal operations; knowledge of the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters; knowledge of the proper use and care of radio and electronic equipment.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement, inspiring creativity and innovation, being customer driven, making data-driven decisions, championing employee involvement, striving for excellence, having fiscal stewardship, acting with honesty and integrity, exhibiting leadership, choosing a positive attitude, respecting one another, promoting safety and wellness, and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.
Employees are regularly exposed to sensitive and confidential information that can not be discussed or shared outside the workplace.

Other Job Functions: Prepares routine operational reports; may assist in interviewing victims. Position includes work with Animal Sheltering and Control and all other City of Ames departments. Employees are essential emergency personnel and are required to come to work in disaster and bad weather situations.

QUALIFICATIONS:

Education and Experience: Successful completion of high school or G.E.D. Applicants with two years relevant work experience and/or college coursework preferred.

Licenses and Certificates: Must obtain IOWA/NCIC, and CPR certifications within six months of appointment and re-certify as required. Must obtain Emergency Medical Dispatching certification within one year of employment and re-certify as required. Must attend and successfully complete the Iowa Law Enforcement Academy 40-hour training course within one year of appointment.

Knowledge, Skills and Abilities Required to Perform Essential Functions
Must be able to work in customer oriented environment and demonstrate customer service principles. Skill in responding to difficult customers. Must have high level of accuracy with work product. Must be able to maintain confidentiality with regard to work. Must be reliable and able to adapt to shift work.

Skill in entering data quickly and accurately using a computer keyboard; skill in receiving and transmitting information quickly and accurately using a two-way radio and telephone. Skill in communicating with members of the public and department staff both orally and in writing.

Ability to work and problem –solve quickly and calmly in emergency situations; ability to receive and comprehend multiple conversations simultaneously by telephone and radio communications while operating computerized dispatch equipment; ability to multitask: ability to work sophisticated computer systems; ability to document and record events in a clear, complete, legible, and objective manner; ability to operate equipment common to a municipal communications system such as a telephone, switchboard, and a computer terminal; ability to speak clearly and concisely; ability to handle situations firmly, courteously, and tactfully; ability to adapt to varied working hours; ability to work in a team environment; ability to establish and maintain effective working relationships with co-workers, personnel from other agencies and departments, and the general public.

SUPPLEMENTAL INFORMATION:

Required Physical Activities: Stooping, reaching, finger dexterity, talking, hearing, and repetitive motions.

Physical Characteristics of Work: Work is primarily sitting at a communication workstation requiring the exertion of negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Requires exertion of up to 10 pounds of force frequently and 25 to 50 pounds of force infrequently.

Vision and Hearing Requirements: The minimum standard for vision is equivalent to those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, and extensive reading. The minimum requirement for hearing is the ability to receive detailed information through oral communication, or to make fine discriminations in sound, such as when making fine adjustments on machined parts.

Environmental Conditions: The work is performed inside and may include being exposed to confined spaces, limited ventilation, and variable lighting conditions. Employees must be able to concentrate in an environment of noise and distraction.

Equipment Essential to the Job: Multi-line telephone, two-way radio, street maps, copy machine, fax machine, pager, equipment for communicating with the hearing impaired, recorders, dictaphone, microphone, head-set; computers, peripheral equipment, and software; fingerprint equipment; a variety of printed materials.

Selection Process:
The selection process consists of an evaluation of education/experience; a written exam; a preliminary background check; a behavioral assessment, oral board interview, and simulation testing; an extensive background investigation (including criminal history, financial and employment verification, polygraph, psychological exam (MMPI) and physical exam (including a drug test). Candidates must successfully pass each component to continue in the process.
All candidates will be notified by email of their application status.

**Preference may be given to applicants possessing qualifications above the minimum.**

**E-Verify Process:**
The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant’s Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: http://www.uscis.gov.

**NOTE:** Persons with disabilities must submit requests for ADA testing accommodations to the Human Resources Department prior to the application deadline.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

APPLICATIONS MUST BE FILED ONLINE AT:
http://www.cityofames.org/jobs

OUR OFFICE IS LOCATED AT:
515 Clark Ave
Ames, IA 50010
515-239-5199
hr@cityofames.org

An Equal Opportunity Employer
Public Safety Dispatcher Supplemental Questionnaire

* 1. All applicants who meet the minimum requirements of this recruitment will be subject to a preliminary criminal history check. I understand the information obtained in this check will be used to make hiring decisions for this recruitment.
   - Yes, I understand the impact of my criminal history background to my future candidacy for this recruitment of Public Safety Dispatcher. I also authorize the Ames Police Department to conduct inquiries into my criminal history.
   - No, I do not authorize the Ames Police Department to conduct inquiries into my criminal history.

* 2. For questions 2 and 3, the information provided will only be used to run the criminal history check and will not be used in the evaluation of applications. What is your date of birth, including month, day, and year?

* 3. What is your social security number?

* 4. Do you have any work experience or college level coursework that would be related to the work of a Public Safety Dispatcher?
   - Yes  - No

* 5. If you answered Yes to question 4, please indicate how many years of experience or hours of coursework and briefly describe how these may be related to the work of a Public Safety Dispatcher.

* Required Question