



# City of Nampa

## Emergency Services Dispatcher

Nampa Police Department

The City of Nampa Police Department has openings for Emergency Services Dispatcher.

The City of Nampa is committed to ensuring equal opportunities to all individuals. If you need an accommodation to participate in the application process, please contact the Human Resources Recruitment Specialist at 468-5437. TDD Relay Service: US West 1-800-377-3529 or 7-1-1.

### **PLEASE READ INSTRUCTIONS CAREFULLY:**

#### **THE FOLLOWING THREE STEPS MUST BE COMPLETED TO MOVE FORWARD IN THE RECRUITMENT PROCESS.**

1. Completed City of Nampa Application online at [www.PoliceApp.com](http://www.PoliceApp.com).
2. **Keyboarding Test.** PLEASE EMAIL THE IDAHO DEPARTMENT OF LABOR [Bill.demaree@labor.idaho.gov](mailto:Bill.demaree@labor.idaho.gov) YOU WILL NEED TO PUT "KEYBOARDING TEST NEEDED" IN THE SUBJECT LINE. Successful candidates must pass the keyboarding exam with a minimum of 40 words per minute and 92% accuracy. Applicants must upload results in with their application.
3. An **EMERGENCY COMMUNICATIONS written exam** is required. To be considered, you must take and pass the Emergency Communications written exam. Log on to [www.nationaltestingnetwork.com](http://www.nationaltestingnetwork.com) to schedule your exam. Exams can be taken at the Boise State University Campus or a variety of other locations. Exams are offered Tuesday-Friday and one Saturday per month with eight total slots per session. SLOTS WILL FILL UP QUICKLY! First Round of Oral Board interviews will take place in October.

**\*\*PRIOR TO APPOINTMENT, CANDIDATES WILL BE REQUIRED TO GO THROUGH A STRINGENT BACKGROUND CHECK\*\***

#### **Specific Disqualifiers/Behaviors:**

Felony, Criminal Activity Disqualifiers:

- No felony or serious misdemeanor convictions since the age of 18
- No under the age of 18 adult criminal waivers
- No undetected felony or serious misdemeanors committed by applicant since the age of 18
- No minor misdemeanor convictions in the last 5 years or extensive minor misdemeanor history
- Able to meet all IDAPA rules concerning character, drug use, traffic violations, and criminal violations.

You can find these rules and disqualifiers at <http://www.post.idaho.gov/>

(Please see FAQ's Below)

**Department:** POL

**FLSA Status:** Non-Exempt

**Grade/Level:** \$18.29 per hour for No experience

\$20.95 per hour- Experienced, Level I Certified or Basic POST Certified

**Amount of Travel Required:** None

**Positions Supervised:** None

**Job Type:** Regular

Up to 19.5 hours/week for part-time and 40 hours/week for full-time.

Rotating Shift, the incumbent must be able to work flexible and varied hours.

**Benefit Information:**

Health Insurance, Dental and Vision

Life Insurance

PERSI retirement

Voluntary 457 deferred compensation programs

Voluntary 401(k) retirement program

Employee Assistance Program

Wellness Program

Flexible Spending Account

Fully paid Long-term disability insurance

Personal Leave & Holiday Pay

Uniforms provided

**Testing Procedures:**

Applicants receiving a minimum of 70% or higher (video, note taking, and dispatch), AND submit a passing keyboarding exam will be invited to attend an **Oral Board Interview**.

**The scored oral interview:**

A panel of interviewers will ask questions to gain insight into your qualifications and ability to perform as an Emergency Services Dispatcher. We are interested in your prior education or experience, your reasons for seeking a position as an Emergency Services Dispatcher, and why you feel you would be a good member of our team.

An eligibility list will be created based on an average of the written exam and oral interview scores. Points will be awarded to eligible veterans in accordance with Federal and State laws, those details are outlined below.

It is the successful candidate's responsibility to notify Nampa City Human Resources of any change of address and/or telephone number during the term of the eligibility list.

Names may remain on the eligibility list for one year, or until deemed otherwise by the Police Chief and/or Human Resource Director.

**\*\*Please note:** Prior to appointment, candidate(s) will be required to pass a stringent background check to include an Extensive written examination, oral board evaluation, extensive FBI & criminal background check, polygraph examination, extensive psychological examination and evaluation, medical fitness examination, driving record check, and drug/alcohol screening which is paid for by the City of Nampa.

**Note regarding Veterans Status:**

Candidates who qualify for veteran's preference, and who pass the administered exams of the entry-level testing process, are given veteran's preference points which are added to their overall test score. You must submit a long-form DD-214 at the Oral Board Interview, which indicates the nature of your discharge in order to receive veteran's preference.

## General Statement of Duties

Receives incoming emergency calls and dispatches appropriate emergency personnel as required; performs other duties as required or assigned.

## Distinguishing Features of the class

The principal function of an employee in this class is to relay information from public emergency callers to proper resources that can provide assistance when necessary. The work is performed under the supervision and direction of the Emergency Services Dispatcher Supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the assigned supervisor, other City employees, and the general public. The principal duties of this class are performed in an emergency telecommunications environment.

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## ESSENTIAL FUNCTIONS

### Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

### Essential Functions Statement(s)

Receives calls from public for emergency services, including gathering accurate information needed to assist callers, dispatching appropriate units to designated area, maintaining communication with callers, providing medical directions as necessary, and determining if additional backup is needed.

Monitors primary and secondary radio channels, including maintaining contact with staff on patrol, providing assistance by contacting other agencies when necessary, receiving in-progress calls, and advising staff on any information pertaining to prior contacts or warrants.

Conserves the knowledge of location and availability of all field units, including maintaining a log of radio traffic, noting abnormal occurrences, and responding to requests for additional assistance.

Maintains, updates, and applies accurate records by utilizing related information databases, including determining motor vehicle ownership, obtaining driver's license status, determining record of stolen property, checking reports of missing or runaway persons, and entering pawn tickets and warrants correctly.

Answers and routes non-emergency calls when necessary.

Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.

Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.

Assumes responsibility for other duties as required or assigned.

## ESSENTIAL RELATIONSHIP EXPECTATIONS

Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.

Responds to citizens' questions and comments in a courteous and timely manner.

Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.

Is punctual and timely in meeting requirements of performance, including attendance standards and work deadlines.

Communicates information and states concerns in a clear and professional manner.

Respects the opinion of others and demonstrates a reasonable relationship with employees, supervisors and others.

Accepts and performs in a timely and effective manner changes in work assignments and/or how work is performed.

## **REQUIRED KNOWLEDGE**

Substantial knowledge of City geography and jurisdictional boundaries.

Substantial knowledge of radio signals, codes, and equipment.

Some knowledge of criminal and civil law.

## **SKILLS/ABILITIES**

Ability to efficiently perform required duties under stressful and fast paced conditions.

Ability to think, act, and speak clearly, quickly, and calmly in emergency situations.

Ability to prioritize calls according to level of need and importance.

Ability to effectively communicate with persons in various states of mind.

Ability to answer a multi-line telephones, including 911 lines and radio traffic simultaneously.

Ability to type 40 wpm or more, after errors, with no less than 92% accuracy.

Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language.

Ability to understand and follow verbal and/or written policies, procedures, and instructions.

Ability to use logical and creative thought processes to develop solutions according to written specifications and/or verbal instructions.

Ability to and prepare and present accurate and reliable reports containing findings and recommendations.

Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

## **POSITION QUALIFICATIONS**

### Competency Statement(s)

Accountability - Ability to accept responsibility and account for his/her actions.

Commitment to Safety - Understands, encourages and carries out the principles of integrated safety management; complies with or oversees the compliance with safety policies and procedures; completes all required training; takes personal responsibility for safety.

Communication, Oral - Ability to communicate effectively with others using the spoken word.

Decision Making - Ability to make critical decisions while following company procedures.

Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.

Judgment - The ability to formulate a sound decision using the available information.

Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.

Reliability - The trait of being dependable and trustworthy.

Strategic Thinking/Planning - Ability to develop a vision for the future and create a culture in which the long-range goals can be achieved. Understands and processes complex information and exercises sound judgment, considering the situation, the issues, the key players, and the levels of authority involved. Proposes courses of action that further the objectives, priorities, and vision of the organization.

Working Under Pressure - Ability to complete assigned tasks under stressful situations.

**Education:** High School Graduate or General Education Degree (GED): Required

**Experience:** 1 plus years of experience in emergency dispatch  
This level includes the twelve (12) month probationary period and requires no certification for the entry level position.

**Computer Skills:** Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks and the ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.

**Certifications & Licenses:** NCIC and ILETS Certification  
Completion of Law Week,  
Basic Dispatch Academy  
First Aid and CPR Certification

### PHYSICAL DEMANDS

**N (Not Applicable)** Activity is not applicable to this position.  
**O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)  
**F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
**C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

<b>Physical Demands</b>		<b>Lift/Carry</b>	
Stand	O	10 lbs or less	O
Walk	O	11-20 lbs	N
Sit	C	21-50 lbs	N
Manually Manipulate	C	51-100 lbs	N
Grasp	F	Over 100 lbs	N
Reach Outward	O		
		<b>Push/Pull</b>	
Reach Above Shoulder	O	12 lbs or less	O
Speak	C	13-25 lbs	N
Climb	N	26-40 lbs	N
Crawl	N	41-100 lbs	N
Squat or Kneel	N		
Bend	N		

### WORK ENVIRONMENT

The work is performed in a general office environment.

### PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

**FINGER DEXTERITY:** Sufficient finger or manual dexterity with or without reasonable accommodation to enable the employee to operate a variety of plant machinery, testing equipment a personal computer, telephone and related equipment.

**SPEECH:** Sufficient clarity of speech or other communication ability with or without reasonable accommodation to enable the employee to communicate

effectively and convey detailed or important instructions or ideas accurately, loudly or quickly.

**HEARING:**

Sufficient clarity of hearing with or without reasonable accommodation to enable the employee to hear average or normal conversations and receive ordinary information.

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**VISUAL ABILITIES:**

Sufficient visual acuity or other powers of observation with or without reasonable accommodation to enable the employee to determine the accuracy, neatness and thoroughness of the work assigned; to make general observations of facilities and structures; to review a wide variety of materials in electronic or hard copy form and perform activities such as viewing a computer terminal; visual inspection involving small defects, small parts, and/or operation of machines (including inspection).

**PHYSICAL  
STRENGTH AND  
PERSONAL  
MOBILITY:**

Sufficient personal mobility and physical reflexes to negotiate an office environment with an occasional visit to various sites throughout the City.

**Special Conditions:** The City of Nampa has a Drug/Alcohol Free Workplace Policy. Any offer of employment is contingent upon passing a pre-employment drug test, background check and driving check (if applicable to position).

**Dates to Submit Application:** Application and position information may be found online at: [www.policeapp.com](http://www.policeapp.com). Applicant must submit an online application; resumes will not be taken in lieu of the application. Position will remain open; however, first round of oral boards will take place in October.

The City of Nampa is an Equal Opportunity/Affirmative Action Employer.

**FAQ's**

1. **If I want to apply for both the Call Taker AND the Dispatch positions, do I need to take a keyboarding exam for each position?**  
**No.** You only need to submit one passing keyboarding exam. Your results are valid for three months after your exam has been scored.
2. **If I want to apply for both the Call Taker AND the Dispatch positions, do I need to take a written exam for each position?**  
**No.** You only need to take one **Emergency Communications** written exam. Your NTN scores are valid for one year. If you took your exam via the City of Nampa, you must re-take the exam via the NTN website.

3. **If I want to apply for both the Call Taker AND the Dispatch positions, do I need to apply for both positions on the City of Nampa website?**

**Yes.** You must submit an online completed application in order to be considered for the position.

4. **Is there a fee for the keyboarding or written exam?**

There is no fee for the keyboarding exam; however, there is a \$41.00 fee for the Emergency Communications Exam. Vouchers are available to those unable to pay for the exam. To request a voucher for financial assistance, go to [www.nationaltestingnetwork.com](http://www.nationaltestingnetwork.com), then go to Candidate FAQ's, then to number 27 to download the Fee Waiver Form or **Download the Fee Waiver Form Here**. Scan and email the completed form to [vergarai@cityofnampa.us](mailto:vergarai@cityofnampa.us) for faster response.

The City has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the City reserves the right to change this job description and/or assign tasks for the employee to perform, as the City may deem appropriate.