



**CITY OF SPARKS**  
Department of Human Resources  
431 Prater Way  
Sparks, NV 89431

<https://agency.governmentjobs.com/sparks>

**INVITES APPLICATIONS FOR THE POSITION OF:  
EMERGENCY COMMUNICATIONS DISPATCHER**

*An Equal Opportunity Employer*

**SALARY**

\$27.12 - \$34.52 Hourly    \$4,700.80 - \$5,983.47 Monthly    \$56,409.60 - \$71,801.60 Annually

**OPENING DATE:** 04/15/21

**CLOSING DATE:** Continuous

**THE POSITION**

Are you looking for a meaningful career that has a positive impact on the community? If you answered yes, come join the Sparks Police Department! We proudly display ***Where Community Comes First*** on the police vehicles, a motto developed by our front lines. While carrying out the vision to implement innovative strategies to prevent crime, promote excellence in leadership and serve the community, you will also receive a generous and competitive salary, benefit package, tuition reimbursement, bilingual pay (when applicable) and retirement plan. People who come to Sparks stay in Sparks. It's more than a job – it's a career that has so much to offer. Apply here to start the process.

**Emergency Communications Dispatchers** answer calls from the public and communicate via radio with police officers regarding all types of emergencies and non-emergencies. The City of Sparks is seeking individuals who demonstrate the ability to calmly work with the citizens of Sparks and police officers while using a multi-line telephone system, radio network panel, and Computer Aided Dispatch (CAD) system to receive, prioritize, and process calls for police services.

**Not sure if you have what it takes? There are resources for you!**

Prepare for the Civil Service Exam by understanding exactly what is on the test. A sample exam can be found and taken at the following website: <http://critical911.com/dispatcher-testing/applicants/>

**Are you ready to take the next step?** If so, take a look at these **Application Tips**:

- Fill out the online application completely. This means that you provide details and don't leave any section blank.
- The **Qualifications** section below is your cheat sheet to understand what the recruiter is looking for on your application. Use this to your advantage.
- One step is eliminated for you! **Do not attach** resumes or cover letters. The City of Sparks is not collecting or reviewing these items with the application.

**\*\*NEW\*\*** Don't forget to **enable TEXT messaging** in your application before you hit submit! This feature will allow the recruiter to send you reminders and notices as you move along in the process.

*This is a CONTINUOUS RECRUITMENT, meaning that applications are accepted year-round. You may submit one application in a 365 day period.*

**Civil Service Examination** Candidates who meet minimum qualifications will receive an e-mail invitation to schedule their Civil Service Exam. The exam is offered online and is proctored by our HR team via ZOOM. Plan to spend up to three hours for the testing process. This exam only works on computers/laptops. iPads, other types of tablets, mobile phones and the internet browser Safari on Mac computers, are not compatible. If you do not have access to a computer/laptop, you can make an appointment with HR to take your test in person.

**Emergency Communication Dispatcher testing dates** are currently offered monthly. Candidates who apply by the last day of the current month and meet the minimum qualifications will be eligible to test the following month.

- To test in May 2021: must apply by April 30, 2021
- To test in June 2021: must apply by May 31, 2021
- To test in July 2021: must apply by June 30, 2021

**Candidates who pass the exam** will be placed on an eligibility that will be good for up to one year. The department will call candidates from that list as vacancies arise. Those candidates that successfully complete the interview step will move onto the background step.

**The background process** constitutes a comprehensive investigation in which the department runs a State of Nevada and national fingerprint check as well as a Wants/Warrants check to confirm the candidate has no felony or gross misdemeanor arrests without disposition, no felony or gross misdemeanor convictions or to confirm that the applicant is not a fugitive from justice.

If you have any questions, please email [hrstaff@cityofsparks.us](mailto:hrstaff@cityofsparks.us) or call Human Resources at (775) 353-2345. The City of Sparks is an Equal Opportunity Employer.

## **DESCRIPTION**

Receive 911 system emergency and non-emergency calls. Dispatch assignments according to established police and fire procedures. Operate various communications center equipment simultaneously.

## **DISTINGUISHING CHARACTERISTICS**

None.

## **QUALIFICATIONS**

**Applicants must possess the following minimum qualifications to continue in the recruitment process:**

### **Education and Experience:**

Associates Degree or equivalent

or

High School Diploma or equivalent and two (2) years of general clerical experience involving computer operations, public contact and meeting deadlines.

### **Licenses and Certificates:**

Must possess within six (6) months of hire and maintain throughout employment, a valid NCIC/NCJIS certification.

Specified positions may require possession and maintenance of the equivalent to a valid Nevada Class C driver's license within thirty (30) days of hire.

## **EXAMPLE OF ESSENTIAL DUTIES**

Receive and evaluate 911, police and fire emergency and business calls. Transfer calls to appropriate parties or create a call to dispatch police and fire units to emergency locations.

Receive non-emergency information from callers, personnel, and outside agencies and disseminate to appropriate department or agency, or enter call for service.

Monitor, coordinate, and accurately maintain the status of incidents and personnel and the record of dispatched emergency service personnel and apparatus. Operate computer consoles and computerized phone system for call input, dispatching and continuous update of suspect information and officer and fire unit location.

Receive and disseminate information from other law enforcement, fire departments, and emergency service computer networks related to jurisdictional requests for police, fire, or medical

assistance, or teletype notices of wanted persons, stolen property, warrants and all points bulletins and maintain confidentiality of information.

Place calls for additional units from other agencies for various mutual aid agreements including specialized fire resources, wreckers, coroners, and registered owners of vehicles involved in accidents based upon incident type, location and need. Handle in-house and radio paging, animal control and other after hours' phone lines.

Maintain a variety of automated and manual logs, records, files and indexes pertaining to emergency and dispatching activities. Enter, translate, retrieve, update and disseminate information from interstate and intrastate teletype networks. Attend to multiple activities and sources of input simultaneously.

Locate warrants served on NCIC; enter/clear missing persons in NCIC; update new information on computer systems including missing persons, stolen articles, guns and other pertinent information; broadcast all-points bulletins.

Operate multi-channel radio system. Monitor other channels while maintaining radio traffic on main channels. Maintain radio contact with mobile and portable units. Recognize units from other agencies and assist them with city units, supplies or requested information.

Respond to officer-initiated radio traffic and request and disseminate suspect information from call boards, prior calls and bulletins and computer aided systems. Assess and prioritize emergency situations.

Maintain familiarity of area geography, including major buildings, streets, and businesses, and recognize circumstances that may pose a hazard to public safety and to field units. Read and interpret street maps.

Maintain up-to-date understanding of public safety policies and procedures for the Emergency Management, Police, Fire, and other emergency service providers. Communicate tactfully and effectively with the public, public safety personnel, and others. Obtain information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand. Understand and maintain procedures on suicidal subjects. Remain calm and make rapid and sound independent judgments in stressful emergency situations.

Maintain and access business and premise history and index files for emergency and other necessary contacts. Memorize codes, names, locations and other detailed information. Understand and follow oral and written instructions. Work in a team-based environment. Operate complex radio and telephone systems. Test and inspect equipment as needed.

Perform other duties which may be assigned.

**Knowledge, Skills and Abilities:**

- Federal, state and local laws and ordinances related to the work
- Communication equipment including telephone, radio, paging, computer and related systems
- Interview techniques to elicit information from excited and/or upset persons
- Basic fire and police and terminology
- Basic communication related to emergency radio and telephone
- Organization and operation of Police and Fire and other emergency services
- Recordkeeping principles and practices
- Train others in work procedures
- Computer applications and software related to the work including Microsoft Office
- Establish and maintain effective relationships with those contacted during work

**Physical Demands:**

Requires ability to work in a typical office setting and use standard office equipment. Requires ability to remain seated for prolonged periods of time with extensive use of computer keyboard and multiple monitors. Visual acuity for reading computer screens and maps. Ability to cope under emergency or stressful situations.

**SUPPLEMENTAL JOB POSTING INFORMATION**

- This is a Civil Service position and is Non-Exempt under FLSA guidelines
- This position reports to the Emergency Communications Supervisor

- Supervision exercised: None
- Must be willing to work evenings, night, weekend and holiday shifts
- Required to be called back, held over, work off-hours, nights, weekends and holiday shifts
- Required to work during emergency circumstances or inclement weather conditions
- Must pass an audio and visual examination
- May be required to pass a pre-placement drug screen and background investigation

## **SUPPLEMENTAL JOB POSTING INFORMATION**

Human Resources will require prior to the first examination for the position, necessary documentary evidence be submitted for fitness of any qualification. Any requirement not met for the advertised position prior to the first examination for that position, will be cause for Human Resources to decline to examine, certify or hire the applicant.

### **Recruitment Communication:**

Human Resources will be contacting you at various stages of the recruitment process via email only, even if you have chosen U.S. mail for prior application processes or for applications with other agencies. Please make sure your email address is accurate.

### **Reasonable Accommodation:**

Human Resources will make efforts to provide reasonable accommodations to disabled candidates in the selection process. If you have special needs, please notify the Human Resources office when you turn in your application or at least three (3) business days prior to the examination/interview by calling (775) 353-2345.

### **Disclaimer:**

The City of Sparks hires and promotes candidates based on a competitive merit selection process, which may include any or all of the following: screening for minimum qualifications, written examinations, supplemental training and experience questionnaires, assessment centers, interviews (oral or written), physical tests or any combination which the Sparks Civil Service Commission may order.

Scoring in the top five (5) for promotion or top ten (10) for entry level in any part of the selection process merely advances the applicant to a higher round of examination, which may consist of additional interviews and other evaluations. Scoring in the top five (5) or ten (10) gives no right to be selected for the position. The City of Sparks reserves the right to select applicants who demonstrate the best combination of qualifications for the position.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<https://agency.governmentjobs.com/sparks>

OR

City of Sparks Human Resources  
431 Prater Way,  
Sparks, NV 89431

EXAM #21-18  
EMERGENCY COMMUNICATIONS DISPATCHER  
NR

Phone:(775)353-2345  
Fax: (775)353-1651

## **Emergency Communications Dispatcher Supplemental Questionnaire**

- \* 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included with the application?
- Yes  
 No
- \* 2. Are you willing to be called back, held over, work off-hours, nights, weekends and holiday shifts?
- Yes     No

\* 3. Marijuana is illegal at the federal level, and the City of Sparks receives federal grant funding. Have you used marijuana in the last eighteen (18) months?

Yes  No

\* 4. Have you used any other illegal drugs, including prescription controlled substances that are not prescribed to you, in the last five (5) years?

Yes  No

\* 5. Do you have a high school diploma or equivalent?

Yes  No

\* Required Question