



# CITY OF GRANTS PASS - JOB OPPORTUNITY

## 9-1-1 DISPATCHER

ANNUAL SALARY RANGE: \$48,929 - \$66,769



**WORKING FOR THE CITY** | We are a High Performance Organization that has well-defined Mission, Vision and Values which provides the framework for our organizational culture. We believe that the best solutions come from empowered teams with the knowledge and shared vision of the community's goals. We promote a legacy of excellence through a culture of trust, collaboration, and encouragement of personal growth and the celebration of our achievements. We seek to attract adaptable, creative and motivated individuals who share our community pride and dedication to exceptional public service.

**POSITION SUMMARY** | 9-1-1 Dispatchers are skilled at multi-tasking, type 40 wpm, and speak clearly while working under pressure. Dispatchers put their heart into serving citizens during some of their most challenging times.

Successful applicants will have strong keyboarding skills, outstanding interpersonal and judgment skills and the ability to multi-task during intense situations and high volume workloads. Incumbents are responsible for answering emergency 9-1-1 and non-emergency telephone calls and directing appropriate and timely resources. Responsibilities include prioritizing calls, tracking unit status, and dispatching emergency personnel to crime scenes and calls for service.

**MINIMUM JOB REQUIREMENTS** | A High School Diploma or GED and one year of customer service experience, including the use of computers is required; public safety experience is preferred; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

**ADDITIONAL REQUIREMENTS** | Law Enforcement Data System Certificate within 60 days of appointment, First Aid/CPR Certificate, Basic Telecommunications Certificate, and Emergency Medical Dispatch Certificate within one year of appointment, Certification of 40 words per minute with a minimum 95% accuracy to demonstrate keyboarding skills.

Our Public Safety Department is a 24-7 operation, and all candidates will be required to work nights, weekends, rotating shifts and holidays.

We invite and encourage all our prospective applicants to view the YouTube video: <https://www.youtube.com/watch?v=497uMOa8oq0> prior to submitting an application.

Education incentives available: Associates Degree 2%, Bachelor Degree 4%, Second Language 1.25%

**Application deadline:**

**February 4, 2022**

**APPLY ONLINE TODAY**

[www.grantspassoregon.gov](http://www.grantspassoregon.gov)



City of Grants Pass Human Resources  
101 NW A Street  
Grants Pass, Oregon 97526  
541-450-6050

VISIT US AT [WWW.GRANTSPASSOREGON.GOV](http://WWW.GRANTSPASSOREGON.GOV)