

TELECOMMUNICATOR

The City of Carlsbad Police Department is accepting applications for the position of Telecommunicator. Duties include answering regular and emergency 911 phone calls, dispatching appropriate law enforcement, fire, and/or emergency medical staff and researching and verifying information requested by police personnel.

Minimum qualification: Must be at least 21 years old, computer knowledgeable, type 40 wpm, and have previous experience dealing with the public. Must be able to acquire certification as a Radio Communication Operator, Emergency Medical Dispatcher and NCIC Terminal Operator from the State of New Mexico within one year after being hired. Will be required to work shift work including weekends and holidays.

In addition to an excellent benefit package, starting hourly base rate of pay for uncertified Telecommunicators will be \$22.14 with increase to \$24.91 upon certification.

Starting hourly base rate of pay for certified Telecommunicators with less than two (2) years experience will be \$24.91 with increase to \$27.68 one year after hire.

Starting hourly rate of pay for certified Telecommunicators with a minimum of two (2) years experience as a certified Telecommunicator shall be \$27.68 to \$29.89 depending on length and type of previous certified experience.

Additional pay increase available for applicants with advanced educational degrees.

Must have an excellent work history to include dependability and stability. Must possess and maintain a valid New Mexico operator's license.

To be considered for this position apply at the City Municipal Building, 101 N. Halagueno or respond to City of Carlsbad, Personnel Department, P.O. Box 1569, Carlsbad, NM 88221. Applicants must include a City of Carlsbad Police Department employment application filled out completely. Resumes are not required, but may be included if desired. Applications must be received no later than June 7, 2022.

An information letter will be handed out upon submission of an application.

The selection process involves three (3) test phases. Each phase must be completed to be eligible for the next phase. You will be required to take the following three (3) test phases to be considered for employment as a Telecommunicator for the City of Carlsbad:

1. Typing Test
2. Telecommunicator Examination
3. Oral Interview

The first phase in the selection process will be a typing test. The typing tests will be conducted at the Personnel Office, City Municipal Building, 101 N. Halagueno. The typing test must be completed no later than 3:00 p.m. on Thursday, June 9, 2022. It is advisable that typing tests be scheduled as far in advance as possible of the deadline date to ensure availability of a test time prior to the deadline. The minimum passing score for this phase is 40 words per minute. The typing test must be completed and a passing score received to be eligible for the Telecommunicator examination.

The second phase in the selection process will involve a written, entrance level Telecommunicator examination. The written examination will be a job specific test. The written test is scheduled on Friday, June 10, 2022 and will be conducted at the Carlsbad Public Library, 101 S. Halagueno. The test will start at 9:00 a.m. and will last approximately 3 hours. Those applicants completing the written test phase with a passing score will be eligible for the oral interview.

Oral interviews, for selected applicants, will be scheduled at a later date.

Attendance and participation in each testing phase is mandatory for continued consideration for the position of Telecommunicator. Failure to attend any phase or failure to bring the required documentation will be considered a withdrawal of your application and your application will not be considered further for this position.

EOE M/F/V/D