

El Paso Fire Department – Public Safety Communicator Trainee

The position of Public Safety Communicator Trainee is a six (6) month appointment. This training classification is in preparation for processing emergency and non-emergency telephone calls requesting Police, Fire and Medical assistance and dispatch, monitor and coordinate activities of Police, Fire and Medical personnel using a multi-channel radio system, depending on area of assignment. Upon successful completion of the six (6) month training program, the trainee will be promoted to the Public Safety Communicator position. Please visit The City of El Paso Website to view the complete job specification ([elpasotexas.gov/departments/humanresources/job specifications](http://elpasotexas.gov/departments/humanresources/job-specifications).)

Minimum Qualifications and Requirements

- A high school diploma or GED
- Two (2) years general work experience, one (1) year of which includes public contact
- A citizen of the United States (due to TCOLE licensing requirements)
- Ability to comprehend and express oneself orally, clearly and concisely, using proper diction in English and Spanish (this only applies depending upon assignment).
- Pass a stringent background investigation
- A typing certificate that demonstrates the ability to type accurately at a minimum rate of thirty-five (35) words per minute. (The City of El Paso offers free typing exams, at 300 N. Campbell in City Hall, by appointment only.)

Recruitment Process

(Applicants must pass all components)

Written Examination: The written examination is a multiple-choice video simulation exam that is scheduled for approximately 3 hours. The exam consists of three portions: Call Taker video test, Dispatcher video test, and Recording Pertinent Information test. Candidates must listen, multi-task, analyze dynamic information, illustrate good judgement in controlling callers, determine accurate responses to callers and perform accurate data entry.

Realistic Job Preview: The realistic job preview is a presentation in conjunction with the written exam in which you will be given important information regarding this position and our division, a short video, and an opportunity to ask any questions you may have about the position. The realistic job preview is approximately half an hour.

Spanish Proficiency Exam: (*This is not a requirement, and only depends on assignment.) The Spanish proficiency exam is an oral exam in which you must demonstrate the ability to comprehend, read, and verbally respond in Spanish.

Background Investigation: Due to the requirements of TCOLE licensing, candidates must pass a stringent background investigation. The personal history statement packet must be completed in its entirety; incomplete packets may result in a failure of this portion of the recruitment. For more information on charges or convictions that are disqualifiers per TLETS licensing requirements go to <http://www.tdcj.state.tx.us/divisions/hr/hr-home/tletseligibility.html>.

Oral Interviews: At this stage of the recruitment process a panel interview will be conducted to make selections.

Conditional Offers: After selections are made from oral interviews, candidates are given a conditional offer of employment and will be required to pass the following before given a final offer of employment:

- Drug screening
- Psychological Exam
- Audiogram (hearing test)

