



El Paso Fire Department - Public Safety Communicator Trainee

The position of Public Safety Communicator Trainee (19755 GS 51: \$14.65 hourly \$30,469.82 annually) 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) months training program, the trainee will be promoted to the Public Safety Communicator position. Please click the following link for complete information on this position: [Public Safety Communicator Trainee Job Specification](#).

Minimum qualifications and requirements

- A high school diploma or GED.
- Two (2) years general work experience, one (1) year of which included public contact.
- A citizen of the United States (due to TCOLE licensing requirements).
- Pass a stringent background investigation. [Click here for information on TLETS licensing disqualifiers](#).
- Ability to comprehend and express oneself orally, clearly and concisely, using proper diction, in English and Spanish.
- 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.)

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: CallTaker video test, Dispatcher video test, and recording pertinent information test. Candidates must listen, multi-task, analyze dynamic information, illustrate good judgment in controlling callers, determine the accurate response to callers, and perform accurate data entry.

Realistic Job Preview: The realistic job preview is a presentation given 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: 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 and will be fingerprinted. The personal history statement packet must be completed in its entirety; incomplete packets may result in a failure of this portion of the recruitment. Visit www.epfire.org under employment opportunities to preview the background packet; please review the required documents and information needed to complete the packet. It is recommended that you obtain a driving record if you are unsure of any traffic violations you may have as this information is required to be provided in the personal history statement, Texas residents can obtain this information from The Texas Department of Public Safety; [click here for online ordering information](#). For information on charges or convictions that are disqualifiers per TLETS licensing requirements [click here](#).

Oral Interviews: At this stage of the recruitment process a panel interview will be conducted to make final 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
- Audiogram (hearing test)
- Psychological exam

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