



ARIZONA DEPARTMENT OF PUBLIC SAFETY

POLICE COMMUNICATIONS DISPATCHER SELECTION PROCESS

Note: An applicant must pass each step of the process before moving on to the next step.

PHASE ONE

1. **COMPUTER KEYBOARD TYPING TEST**

Successful candidate must demonstrate keyboard skill of 40 correct words per minute. **Typing certificate must be submitted with your application.** On-line typing certificates will not be accepted. See attached Typing Certificate Instructions for further details.

2. **CritiCall EXAMINATION (weighted at 50%)**

Successful candidate must pass a computerized examination that covers map reading, analytical reasoning, proofreading, and classifying and prioritizing information. The examination process measures a candidate's ability to read, write, manipulate, remember, and follow instructions at a highly stressful rate of speed.

3. **QUALIFICATIONS APPRAISAL BOARD (weighted at 50%)**

Successful candidate must pass the qualifications appraisal board (QAB) with at least a 70% score. The QAB is an oral board exam. Unlike a job interview, the QAB is very structured with three board members taking turns asking you a set number of questions. The same questions are asked of each candidate participating in the QAB for the open position.

Applicants successfully completing the above steps will be ranked in numeric order and placed on an eligibility list. Applicants who are claiming preference points and provide the appropriate documentation (i.e., DD214, etc.) will have five (5) points added to their final passing score. Candidates will be invited to proceed to the next phase of testing in the order of their rankings. Steps four through seven will be completed if the applicant is chosen for further processing as a result of an interview.

PHASE TWO

4. **BACKGROUND INVESTIGATION**

Must pass a background investigation, which includes a history of the applicant's driving, civil and criminal records, employment, and use of illegal substances.

5. **POLYGRAPH EXAMINATION**

Must successfully complete a polygraph examination.

6. **HEARING AND VISION TEST**

Must successfully complete a hearing test with no hearing loss in either ear greater than 40 decibels at 500 hertz, 1000 hertz, 2000 hertz, and 4000 hertz, with or without the use of a hearing aid. Must successfully complete a vision test requiring visual acuity of at least 20/40 in each eye, with or without corrective lenses; near vision acuity of at least 20/40 in each eye with or without corrective lenses; peripheral field vision of at least 70 degrees in the horizontal meridian in each eye; and the ability to recognize and distinguish gross colors including red, yellow, green, blue, white, and black.

7. **PREEMPLOYMENT DRUG TESTING**

ARIZONA DEPARTMENT OF PUBLIC SAFETY TYPING CERTIFICATE INSTRUCTIONS

A typing certificate must be submitted with your application. Criminal Records Specialist, Police Communications Dispatcher, and Public Safety Call-Taker require a typing speed of 40 net words per minute. Administrative Secretary requires 60 net words per minute. Typing certificates may be obtained at the following locations:

FLAGSTAFF AREA APPLICANTS

<u>LOCATION</u>	<u>PHONE</u>	<u>FEE</u>	<u>HOURS</u>
Performance Staffing 2268 N. Walgreen St., Suite 101 Flagstaff, AZ 86001	(928) 526-6499	\$10.00	Please call for appointment
Arizona Department of Economic Security 397 Malpais Ln, #9 Flagstaff, AZ 86001	(928) 779-4557	Free	Call for appointment

TUCSON AREA APPLICANTS

<u>LOCATION</u>	<u>PHONE</u>	<u>FEE</u>	<u>HOURS</u>
Pima County Comm. College Desert Vista Campus Center for Training & Development 5901 S Calle Santa Cruz Tucson, AZ 85709	(520) 206-5114	\$25.00	Mon-Thur 9 & 9:30 or 3 & 3:30 Please call for appointment

PHOENIX AREA APPLICANTS

<u>LOCATION</u>	<u>PHONE</u>	<u>FEE</u>	<u>HOURS</u>
Arizona Workforce Connection 120 W 1 st Ave Mesa, AZ 85210	(602) 771-6900	Free	Monday-Friday 8 – 5
Arizona Workforce Connection 9801 N 7 th St Phoenix, AZ 85020	(602) 861-0208	Free	Call for appointment
Arizona Workforce Connection 3406 N 51 st Ave Phoenix, AZ 85031	(623) 247-3304	Free	Monday-Friday 8 - 5
Maricopa County Skills Center Business and Technology Center 1245 E Buckeye Rd Phoenix, AZ 85034	(602) 238-4329	Free	Call for appointment
Maricopa Workforce Connections West Valley 1840 N 95 th Ave, Suite 160 Phoenix, AZ 85037	(602) 372-4200	Free	Call for appointment
East Valley 735 N Gilbert Rd, Suite 134 Gilbert, AZ 85234	(602) 372-9705	Free	Call for appointment

In addition to the above locations, vocational schools and community colleges might also be willing to provide certification of typing scores. Call institutions in your area to check on policies.

If you already have a typing certificate issued within the past twelve months from a recognized service or institution, you do not need to re-test. Just attach a copy of it to your application.

If you have any questions, or experience any problems with obtaining certification, please call Human Resources at (602) 223-2290.