



City of Ames Temporary Public Safety Dispatcher

SALARY	\$16.88 - \$26.00 Hourly	LOCATION	515 Clark Avenue, Ames, IA, 50010, IA
JOB TYPE	Temporary	JOB NUMBER	26-2218-01
DEPARTMENT	Police	OPENING DATE	08/25/2026
CLOSING DATE	9/4/2026 5:00 PM Central	FLSA	Non-Exempt
BARGAINING UNIT	MERIT	RESIDENCY REQUIREMENT?	Yes
RESIDENCY REQUIREMENT AREAS	https://experience.arcgis.com/experience/b15a259924c342e1a434d38c270a4a0b		

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

General Information

<https://www.youtube.com/embed/97rsAGfo1eQ?&wmode=opaque&rel=0>

The City of Ames Police Department is currently accepting applications for a Temporary Public Safety Dispatcher.

A Public Safety Dispatcher with the Ames Police Department performs work involved in the operation of a complex communications system; receives and handles both emergency and non-emergency communications from a wide range of sources; dispatches appropriate services, personnel, and and/or equipment in response to police, fire, or medical emergencies; and performs other related work as required. The work for this position is within a 24/7/365 environment and is subject to shift assignment and creates occasional mandatory overtime.

This temporary position would work less than 20 hours per week for a 1 year commitment.

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind

that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.

Please see the **Residency Requirement** [MAP](#) outlining in turquoise the living area boundaries based on the Police Boundary for this position.

Examples of Essential Job Functions

- Conducts in depth research by utilizing multiple various resources.
- Answers emergency and non-emergency calls for service.
- Receives and relays messages to appropriate personnel.
- Directs requests for assistance for police, fire, and emergency medical services (EMS) to the appropriate agency.
- Prioritizes calls for service and dispatches appropriate resources in accordance with established operating procedures.
- Provides emergency medical instruction.
- Operates radio console by receiving and transmitting radio communications.
- Maintains contact with units at all times during shift assignment.
- Maintains a continuous record of the status of mobile units, manual/automated logs, and records, including a log of all information received and transmitted.
- Sends/receives computer terminal messages and routes messages to appropriate destinations.
- Monitors cameras, alarms, and City Hall doors in case of required emergency lockdown.
- Works with other Police divisions, such as Animal Control and Records, and all other City of Ames departments.
- Operates other equipment essential to the position.

Other Job Functions:

- Regularly exposed to sensitive and confidential information that cannot be discussed or shared outside the workplace.
- Act as essential emergency personnel and are required to come to work in disaster and bad weather situations.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respect and dignity for one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Qualifications

Education and Experience:

- Successful completion of high school, HiSet, or G.E.D.
- At least 3 yrs experience/knowledge in CAD (computer aided dispatching),
- Experience with RMS (records management system) and EMD (emergency medical dispatching).

Preferred:

- Applicants with related college coursework and/or two years relevant work experience, including working in a team environment while maintaining effective working relationships within fast paced ever changing environments.
- Experience working with the City of Ames Police Department.

Licenses and Certificates:

- Must obtain IOWA/NCIC, CPR, and Emergency Medical Dispatching certifications within six months of appointment and re-certify as required.

-Must attend and successfully complete the Iowa Law Enforcement Academy 40-hour training course within one year of appointment.

Knowledge, Skills and Abilities Required to Perform Essential Functions:

Must be able to maintain confidentiality with regard to work. Must be able to work in customer-oriented environment and demonstrate customer service principles, including exercising skill in responding to difficult customers. Must have high level of accuracy with work product. Must be reliable and able to adapt to shift work.

Public Safety Dispatchers must acquire competency in the following areas:

- Knowledge of computer aided dispatching software.
- Knowledge of emergency medical dispatching protocols.
- Knowledge of the location of streets in Ames.
- Knowledge of rules governing proper usage of state/federal software applications.
- Knowledge of the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters.
- Knowledge of the proper use and care of essential dispatcher equipment.
- Skill in entering data quickly and accurately using a computer keyboard.
- Skill in receiving and transmitting information quickly and accurately using a radio console and telephone.
- Skill in communicating with members of the public and department staff both orally and in writing in a professional, clear, and concise manner at all times.
- Skill in problem solving and troubleshooting when system errors and process interruptions arise.
- Ability to work in a team environment and to establish and maintain effective working relationships with co-workers, personnel from other agencies and departments, and the general public.
- Ability to be amicable with various communication styles and system switches/upgrades within an ever changing fast paced work environment.
- Ability to stay calm and logically think/act through processes and procedures.
- Ability to work and problem-solve quickly and calmly in emergency situations.
- Ability to receive and comprehend multiple conversations simultaneously by telephone and radio while operating dispatch software.
- Ability to multitask.
- Ability to operate complex Public Safety related computer systems.
- Ability to document and record events in a clear, complete, legible, and objective manner.
- Ability to operate equipment common to a complex communications system.
- Ability to speak clearly and concisely.
- Ability to handle situations firmly, courteously, and tactfully.
- Ability to adapt to varied working hours.

Supplemental Information

Required Physical Activities: Stooping, reaching, finger dexterity, talking, hearing, and repetitive motions.

Physical Characteristics of Work: Work is primarily sitting at a communication workstation requiring the exertion of negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Requires exertion of up to 10 pounds of force frequently and 25 to 50 pounds of force infrequently.

Vision and Hearing Requirements: The minimum standard for vision is equivalent to those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, and extensive reading. The minimum requirement for hearing is the ability to receive detailed information through oral communication, or to make fine discrimination in sound, such as when making fine adjustments on machined parts.

Environmental Conditions: The work is performed inside and may include being exposed to confined spaces, limited ventilation, and variable lighting conditions. Employees must be able to concentrate in an environment of noise and

distraction.

Equipment Essential to the Job: Multi-line telephone, radio console, mapping software, copy machine, fax machine, pager, equipment for communicating with the hearing impaired, recorders, microphone, headset; computers, peripheral equipment, and software (such as "text to 911"); various operational manuals (both electronic and printed).

Work Hours

The work for this position is within a 24/7/365 environment and is subject to shift assignment and creates occasional mandatory overtime.

Selection Process:

The selection process consists of an evaluation of education/experience; a preliminary background check; a behavioral assessment; panel interview, reference check, and an extensive background investigation (including criminal history, financial and employment verification, psychological exam (MMPI) and physical exam (including a drug test). Candidates must successfully pass each component to continue in the process.

All candidates will be notified by email of their application status.

Preference may be given to applicants possessing qualifications above the minimum.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at:

<http://www.uscis.gov>.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

Employer

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

515-239-5199

Website<http://www.cityofames.org/jobs>**Temporary Public Safety Dispatcher Supplemental Questionnaire*****QUESTION 1**

Applicants who meet the minimum requirements, and possible preferences, will be subject to a preliminary criminal history check.

For questions 2 and 3, the information you provide will ONLY be used to run the criminal history check.

- ☐ I understand the information obtained in this check will be used to make hiring decisions for this recruitment.
- ☐ I am not willing to participate with providing this information at this time and understand that this may delay the City of Ames the ability to fully assess my eligibility for continuing in the recruitment process.

***QUESTION 2**

What is your date of birth, including month, day and year?

***QUESTION 3**

What is your full social security number?

***QUESTION 4**

Have you successfully completed high school, HiSet, or G.E.D.?

- ☐ Yes
- ☐ No

***QUESTION 5**

Do you have at least 3 yrs experience/knowledge in CAD (computer aided dispatching)?

- ☐ Yes
- ☐ No

***QUESTION 6**

Please describe your experience with RMS (records management system) and EMD (emergency medical dispatching). (Include length of time)

QUESTION 7

Related college coursework and/or two years relevant work experience, including working in a team environment while maintaining effective working relationships within fast paced ever changing environments is preferred.

If applicable, please indicate how many years of experience in which position, and/or how many hours of course work and title of course(s), and briefly describe how these may be related to the work of a Public Safety Dispatcher.

QUESTION 8

Please describe any experience you have working with the City of Ames Police Department.

***QUESTION 9**

This position is part of a team that operates 24/7/365 providing emergency services to the public.

Please indicate which shifts you would definitely be available to work:

- ☐ 7am to 3:00pm
- ☐ 3pm to 11:00pm
- ☐ 11pm to 7:00am
- ☐ All three (3) shifts

***QUESTION 10**

Please share your personal approach and/or philosophy on customer service.

Include at least one specific example of where you applied such to your work.

***QUESTION 11**

Why do you want to be a Public Safety Dispatcher with the City of Ames Police Department?

QUESTION 12

If any Ames Police Department employee has referred you to this posting, please provide their first and last name, and include position.

*** Required Question**