



# CITY OF CERES

2720 Second Street, Ceres, CA 95336



## *ANNOUNCES A CAREER OPPORTUNITY*

### **Public Safety Dispatcher II**

**\$3,314 — \$4,027 Monthly**  
**(paid bi-weekly)**

Open Date: Wednesday, October 26, 2016

Close Date: Wednesday, November 23, 2016

**Submit your valid P.O.S.T. Certificate with your application**



## THE CITY

The City of Ceres is located in the Central San Joaquin Valley, 80 miles south of Sacramento and 95 miles east of San Francisco, in the heart of Stanislaus County. Ceres is in one of the Central Valley's richest and most diverse agricultural areas and is the home of the new \$14 million County Agriculture Center. Even the name "Ceres" originates from the Roman goddess of agriculture.

The City enjoys a comfortable climate, with 12 inches of rainfall annually. The average low winter temperature is 38 degrees Fahrenheit, the average high temperature in spring and fall is 85 degrees Fahrenheit, and the average high temperature in the Summer is 90 degrees. The Tuolumne River forms part of the City's northern boundary.

The Daniel C. Whitmore family was considered the first family of Ceres and, with two other founders, John Service and Cassius Warner, settled in Ceres in 1867. Mr. Whitmore built the first home in Ceres in 1870. That home still stands, fully restored by the City and the Ceres Historical Society, at 2928 Fifth Street.

## THE POSITION

The City of Ceres is accepting applications for experienced Public Safety Dispatchers. Under general supervision, Public Safety Dispatcher II, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

This is the full journey level class within the Public Safety Dispatcher series performing the full range of dispatcher duties. Positions at this level are distinguished from the Public Safety Dispatcher I level by independent performance of the range of duties, applying well developed program area knowledge, training new employees, and implementing new procedures. Positions at this level are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level or when filled from the outside, require prior experience.



## ESSENTIAL DUTIES

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Receive, classify, and prioritize all incoming calls to the dispatch center including 911 calls, business line calls, and lobby calls received from citizens requesting service or information; operate a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio system.
- Evaluate response necessary as dictated by a given request for service; determine nature, location, and priority of calls; operate computer aided dispatch system to create calls for service within response criteria guidelines; assign and dispatch appropriate emergency vehicles, equipment, and personnel in accordance with policies and procedures; transfer calls to other appropriate agency in accordance with established procedures; obtain and dispatch other support services as necessary.
- Maintain contact with all units on assignment; maintain status and location of field units; monitor multiple radio frequencies; relay emergency and non-emergency information to public safety personnel in the field.
- Retrieve information from local, state, and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees, and other related information; relay information to officers in the field.
- Operate computer terminals and teletype machine to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; compose and transmit messages to other agencies.
- Perform a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities including to organize, process, maintain, update, and route a variety of departmental reports, records, and files; operate and maintain the departmental centralized record keeping systems; make inquiries; enter reports; update individual files; update codes.
- Monitor public security cameras and alarms for City facilities, parking lots, parks, and related facilities.
- Maintain accuracy of rotational tow log; ensure that tows are evenly distributed among authorized tow companies.
- Perform related duties as required.

## KNOWLEDGE OF

- Operations, services, and activities of a public safety telecommunications and dispatch center.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
- Law enforcement and emergency service procedures for responding to and handling reported incidents.
- Techniques of questioning for both emergency and non-emergency calls.
- Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
- Functions of the Public Safety Department and other City departments.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Modern office procedures, methods, and computer equipment.
- Pertinent federal, state, and local laws, codes, and regulations.
- Methods and techniques of telephone etiquette.
- Methods and techniques of conflict resolution.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed in an office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

## EDUCATION & EXPERIENCE GUIDELINES

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course.

### **Experience:**

Two years of experience comparable to that of a Dispatcher I with the City of Ceres.

### **License or Certificate:**

Possession of a valid P.O.S.T. Dispatcher Certificate. Must be submitted with application.

## EXCELLENT AND COMPETITIVE BENEFIT PACKAGE

### **Pension**

The City requires employee membership in the Stanislaus County Employees' Retirement Association (StanCERA), as governed by County Employees' Retirement Law of 1937 and Public Employees' Pension Reform Act (PEPRA). "*Classic members*" (currently or within the last six (6) months a member of StanCERA or subject to reciprocity with another eligible retirement plan) are enrolled in the City's 2% @ 55 plan, and employees are required to pay \$300 per month, on a pre-tax basis, toward total retirement as prescribed by bargaining unit agreement; final compensation at retirement is based on the single highest year. Non-classic or "*new members*" are enrolled in the 2% @ 62 plan, and employees are required to pay 50% of the normal contribution rate as prescribed by PEPRA, currently 7.7%, plus \$300 per month as prescribed by bargaining unit agreement, on a pre-tax basis; final compensation at retirement is based on the average of the three highest years. The City also participates in Social Security, which has a mandatory 7.65% contribution for Social Security and Medicare.

### **Section 125**

\$1,518 monthly cash benefit allowance for: HMO and PPO medical plan options, dental and vision care, and other IRS Section 125 qualified benefits. If a full monthly allowance not utilized, 90% of balance shall be paid as taxable earnings. Choice of Kaiser or Anthem Blue Cross HMO, or Anthem PPO medical insurance. Benefits and compensation are administered under the Miscellaneous Bargaining Agreement, currently in negotiations.

### **Miscellaneous Benefits**

The City offers Stanislaus Foundation Dental and VSP Vision, an Employee Assistance Program, voluntary options for Deferred Compensation, and Short-Term and Long-Term Disability, Voluntary Life and AD&D, 12 days sick leave accrued each year with unlimited accrual; vacation accrual based on years of service with maximum accrual of 480 hours.

*The benefit terms and City contributions are currently in negotiations and subject to change. Please review the Miscellaneous MOU located on the City Website <http://www.ci.ceres.ca.us/3043.html>*

## APPLICATION / SELECTION PROCESS

**APPLY AT [www.CALOPPS.ORG](http://www.CALOPPS.ORG)** To be considered for a Public Safety Dispatch, applicants must submit a completed on-line City of Ceres employment application on the CalOpps website: [www.calopps.org](http://www.calopps.org). Incomplete, faxed, emailed or hardcopy applications and resumes in lieu of a CalOPPS application will not be accepted. Failure to submit Certificates with applications online will not be reviewed.

**APPLICATION EVALUATION TEST** The qualifications of each applicant, as set forth in the application, will be continuously reviewed by the Police Department and Human Resources. Applicants who pass the initial Application Evaluation Test will advance to the next testing phase. **Note: Meeting the minimum qualifications does not guarantee advancement in the selection process.**

**PANEL INTERVIEW TEST AND EMPLOYMENT LIST** Candidates will be invited to interview with a Oral Panel and/or the Police command staff. Candidates who achieve a passing score will be placed on a six (6) month Employment List.

**SELECTION PROCESS AND BACKGROUNDS** A select number of candidates will be authorized by the Chief to advance to the Background Investigation, including Fingerprinting.

**PRE-EMPLOYMENT** Candidates who pass the Background Investigation will receive a Conditional Employment Offer and will advance to the pre-employment medical examinations, which will include medical , psychiatric, and drug testing.

**NOTE:** *Information contained herein does not constitute an expressed or implied contract, and is subject to change without notice.*

## EQUAL OPPORTUNITY EMPLOYER

The City of Ceres is an equal opportunity employer and welcomes workforce diversity in hiring and employment practices. As part of its Affirmative Action Program, the City of Ceres encourages minorities, women, and the disabled to apply and compete for employment opportunities.

The City complies with the Americans with Disabilities Act and considers all special requests for reasonable accommodations.

Requests for special accommodations for testing must be submitted to the City of Ceres Human Resources Department in writing.

**ANNOUNCEMENT DATE: Wednesday, October 26, 2016**