



EMPLOYMENT OPPORTUNITY

PUBLIC SAFETY RESERVE DISPATCHER

\$10.50 to *\$17.31 per hour

(\$10.50 per hour – minimum wage during training)

****This position may be eligible for \$17.31 per hour, must successfully pass the department's Communication Training Program***

Open: Tuesday, July 18, 2017

Closed: Open Continuous

(Or until a sufficient applicant pool is received)

Apply at: www.calopps.org

A completed online employment application, typing certificate and questionnaire is REQUIRED

Please submit typing certificate with application or fax to (209) 538-5710 by close date.

***Typing certificate must be dated within one year of applying -
Submit with application or fax to (209) 538-5710***

Incomplete, late, emailed, faxed and hard copy applications will NOT be accepted.
Resumes will NOT be considered in lieu of the required employment application.



SUMMARY DESCRIPTION

To operate a computer aided dispatch and radio system receiving calls and dispatching public safety equipment and personnel; and to maintain public safety records and reports.

DISTINGUISHING CHARACTERISTICS

Serves as a relief Public Safety Dispatcher. Reserve dispatcher performs the routine tasks and duties assigned to Public Safety dispatchers. Reserve dispatchers work on-call and are subject to various shifts and work day assignments.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from sworn or other supervisory personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receive emergency and non-emergency telephone calls from the public and other jurisdictions.

- Dispatch police personnel and equipment in response to such calls; transfer fire and medical communications to appropriate agencies.
- Relay emergency and non-emergency information to public safety personnel in the field.
- Relay information to other agencies as required; search and relay warrant information.
- Monitor multiple radio frequencies; maintain status of public works units, as necessary.
- Maintain accurate record of location and status of public safety units.
- Monitor security cameras and monitors for the various city facilities.
- Assist public safety personnel in data collection or transmission.
- Perform clerical duties related to public safety operations such as data entry, filing, answering phones and assisting the public.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM QUALIFICATIONS

Knowledge of:

- English usage and grammar.
- Modern office procedures and practices.
- Principles and practices of emergency and non-emergency dispatch and communication.
- Principles and practices of public safety computer equipment.

Ability to:

- To operate radio and telephone equipment in dispatching public safety equipment and personnel.
- Perform job tasks effectively under pressure for sustained periods of time.
- Memorize and retain information from a variety of sources.
- Learn to operate multiple public safety computer systems.
- Perform several tasks at once and assign reasonable priorities to incoming calls.
- Speak clearly and concisely in an understandable voice via radio and telephone and in person.
- **Type accurately at 35 wpm – A typing certificate must be submitted and dated within one year of applying with application.**
- Work rotating shifts.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Use multiple public safety computer systems.
- Perform duties independently.
- Anticipate the information needed by field personnel.

EXPERIENCE AND TRAINING

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

Experience:

Experience performing duties similar to the Public Safety Dispatcher I in the City of Ceres.

Training:

Equivalent to the completion of the twelfth grade.

SPECIAL REQUIREMENTS

- No felony convictions.

- Ability to pass background investigation.
- Ability to pass city-paid hearing test.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software copy machine; fax machine; radio.

PHYSICAL DEMANDS - *The physical demands described here 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 functions.*

While performing the duties of this job, the employee is frequently required to sit for extended periods, talk and hear radio and telephone conversation without aid. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT - *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually quiet. The office is a low-light environment. The type and nature of calls can create periods of extended stress.

EXAMINATION PROCESS

Those applicants, who meet the employment qualifications, will be contacted via email regarding next steps in the recruitment process. Candidates who achieve a top ranking score, will be invited for a written test.

SELECTION PROCESS

Offers of employment may be subject to successful completion of a pre-employment background check, fingerprint clearance, and a physical examination, including a drug test. An additional condition of employment includes employment verification and authorization to work in the United States, by completing the I-9 verification form designated by Immigration and Naturalization Services.

PLEASE NOTE: The provisions of this bulletin do not constitute a contract or offer of employment expressed or implied.

AMERICANS WITH DISABILITIES ACT

Individuals with qualified disabilities as defined by the ADA and FEHA, who need reasonable accommodation to participate in any of the examinations administered by the City of Ceres, must notify the Human Resources Department in writing prior to the final filing date for this recruitment. Official documentation of your functional limitations may be required.

**THE CITY OF CERES IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY**