



EXCELLENT EMPLOYMENT OPPORTUNITY

PUBLIC SAFETY DISPATCHER I / II

(Possession of a Valid P.O.S.T Certificate Required for Dispatcher II)

OPEN DATE: Tuesday, November 14, 2017
Open until filled

Excellent Employee Benefit Package

SALARY: \$3,001 - \$3,648 monthly (paid bi-weekly) Dispatch I
\$3,314 - \$4,027 monthly (paid bi-weekly) Dispatch II

Apply on-line, Visit www.CalOpps.org. Incomplete, late, or resumes in lieu of the official CalOpps Employment Application will not be considered. If you are applying for a Dispatcher II, a P.O.S.T certificate must be submitted with application. For a detail job description & MOU, please visit <http://www.ci.ceres.ca.us/257/Human-Resources>

SUMMARY DESCRIPTION

Under supervision (Public Safety Dispatcher I) or 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.

EXAMPLE OF ESSENTIAL DUTIES *The duties listed 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.*

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.

6. 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.
7. Monitor public security cameras and alarms for City facilities, parking lots, parks, and related facilities.
8. Maintain accuracy of rotational tow log; ensure that tows are evenly distributed among authorized tow companies.

MINIMUM QUALIFICATIONS

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; and dispatching emergency and non-emergency calls for service; **Ability to:** Respond to and resolve difficult citizen inquiries and complaints; dispatch police units quickly and effectively; operate specialized public safety computer systems and applications; read and interpret maps and other navigational resources and give directions; type and enter data accurately at a speed necessary for successful job performance; interpret, apply, and explain applicable federal, state, local and police policies, procedures, laws, and codes.

Education and 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:*

Dispatcher I

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

Experience:

Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.

Dispatcher II

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, or ability to obtain, an appropriate, valid P.O.S.T. Dispatcher Certificate.

SPECIAL CONDITIONS Ability to pass background investigation, a pre-employment medical examination, which includes drug screening and hearing tests, and any job related examinations.

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

EXAMINATION PROCESS The City will screen for those applicants who possess the desirable qualifications indicated in the resulted of the application and evaluation scores. Those who receive the highest scores will be contacted in writing and invited to the next phase of testing.

SELECTION PROCESS Applicants who pass the Application Evaluation test will be invited to either an oral panel interview or Chief's interview. Applicant will be notified in writing of test results and eligibility to advance to each phase of testing. Failure to pass any of the required examinations will disqualify the applicant from further consideration. Applicant passing required examination will be Certified on an Open Employment List. *The City reserves the right to change or adjust any portion of the examination process without notice.*

BENEFITS

Benefits and compensation for this job classification are administered under the Miscellaneous Bargaining Unit Agreement.

Health: The City contributes toward the combined monthly premiums for medical, dental and vision a maximum of \$710, \$1,470 or \$2,090, dependent on level of medical coverage enrollment. Employee contributions to health premiums are taken as pre-tax deductions. Employees eligible to waive medical coverage, receive \$200 per month in taxable compensation. Carriers include: Anthem Blue Cross HMO, Anthem Blue Cross HDHP/PPO, Kaiser; Stanislaus Foundation Dental and VSP.

Voluntary Benefits: The City contributes \$100 per month through a qualified Section 125 plan for the purchase of voluntary benefits (e.g. Life/AD&D, long-term disability, and FSA for daycare and unreimbursed medical expenses). Employee contributions to certain voluntary benefits are taken as pre-tax deductions. If the employee does not utilize the entire allowance for benefits, the City shall contribute the remaining balance to employee's deferred compensation account, Retiree Health Savings or Health Savings Account, as applicable.

Other Benefits & Leave: The City provides an Employee Assistance Program; voluntary options for Deferred Compensation; 12 paid Holidays; sick and vacation leave.

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; 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%, 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.

AMERICANS WITH DISABILITIES ACT If you are a qualified individual with a disability as defined by the ADA and you need reasonable accommodation to participate in any of the examinations administered by the City of Ceres, you must notify the Human Resources Department in writing by the final filing date for the specific job. Official documentation of your functional limitations to support your request may be required.

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