



EMPLOYMENT OPPORTUNITY

Public Safety Dispatcher I (Lateral or Entry Level)

Salary: \$3,010 - \$4,051 monthly / Grade G6

Filing Deadline: Continuous Filing

*The City of El Centro is seeking to establish an eligibility list for a full time permanent position of Public Safety Dispatcher I in the Police Department. Applicants should possess the required qualifications outlined below in the job announcement, a valid California driver's license, and an acceptable driving record. Interested applicants should submit a completed City application to the City of El Centro Human Resources Department located at 1275 W. Main Street, El Centro. * A copy of the City's Job/Grade Classification and Salary Schedule for all positions is available on the City's website; www.cityofelcentro.org*

SUMMARY:

Under moderate supervision, monitors and responds to radio transmissions from City officers and other law enforcement agencies; responds to Police and Fire service and information requests from the public; evaluates service needs and dispatches appropriate units; performs related responsibilities as required.

REPORTING RELATIONSHIPS:

Receives supervision from the Public Safety Dispatch Supervisor.

Essential Job Functions: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Receives public calls for emergency service; inputs details of call into computer system; dispatches available patrol units; coordinates response of other City departments and other law enforcement agencies to sites in city and surrounding areas.
- Maintains status and location of all police field units; forwards pertinent teletypes to Sergeant and Watch Commander.
- Updates, and retrieves information from teletype networks relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles and other information and conveys information to field officers.
- Monitors alarm boards, and other radio channels; notifies businesses or public service personnel of alarm activation or other emergencies.
- Responds to questions from public regarding general legal matters, City departmental operations, and identification of governmental representatives and transfers incoming phone calls as appropriate.

The preceding activities have been provided as examples of the types of work performed by positions assigned to this job classification. The City reserves the right to add, modify, change, or rescind work assignments as needed.

Education/Experience/Training:

REQUIRED: Equivalent to high school graduation. Satisfactory completion of Peace Officer Standards Training (P.O.S.T.) Commission certified 120-hour basic complaint/dispatcher course within twelve months of date of hire.

Six months of customer service experience. For lateral applicants, the Peace Officer Standards Training (P.O.S.T.) Public Safety Dispatcher Certificate is required.

Knowledge of:

Vehicle and Penal Codes and El Centro Municipal Codes; standard police radio broadcasting procedures and rules; learn geographic location of streets, parks, major landmarks, and City and County limits; some knowledge of reporting practices of California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC), and the Criminal Justice Information System; Office of Emergency System (OES) checking procedures.

Skills:

Operate computer aided dispatch system; operate reel to reel recorder, fire scope monitor, microwave system; type at a speed necessary for successful job performance; operate dispatcher computer console, teletype, and other office equipment.

Ability to:

Sustain calm, clear voice tone when talking to emotionally upset or irate individuals; demonstrate patience when obtaining information from citizens; listen, distinguish, and monitor multiple radio transmissions and telephone conversations simultaneously; remember past calls and events and relay relevant information to officers; work under pressure, exercise good judgment, and make sound decisions in emergency situations.

Special Requirements:

No felony convictions. No disqualifying criminal histories within the past seven years.

Ability to work variable shifts as assigned

May require the possession of a valid Class C California driver's license to respond to court requests for testimony.

APPLICATION

Apply by completing a City of El Centro Employment Application and returning it to the City of El Centro Human Resources Department, 1275 Main Street, El Centro, CA 92243.

Incomplete applications will be rejected without notice to the applicant. Applications are available at the City of El Centro Human Resources Department or by download from the City web page - www.cityofelcentro.org/humanresources.

THE SCREENING PROCESS

Application:

All applications will be evaluated for applicable education, experience, training and/or certification. Only those applicants whose qualifications most closely relate to the position requirements and have provided all required documents will be approved to continue in the screening process. Incomplete applications will not be approved to proceed through the recruitment process.

Written Test:

All qualified entry-level applicants must take the POST Entry-Level Dispatcher Selection Test Battery. This test will be administered by the City of El Centro to approved applicants. Applicants will be notified by mail regarding the specific date, time and location of the written test. ****You must have a Written Test Appointment Notice in order to be admitted to the test.**** For more information about the test, please visit the POST website at <https://www.post.ca.gov/entry-level-test-battery.aspx> and click on the "Dispatcher Applicant" tab.

Lateral applicants who possess the Peace Officer Standards Training (P.O.S.T.) Public Safety Dispatcher Certificate do not have to take the written test.

Oral Interview:

Candidates will be notified of the specific date and time of the oral interview.

Eligibility List:

Candidates who are successful in all aspects of the screening process, will be placed on an eligibility list which will be used to fill vacancies for the next one year (or until the list is exhausted). While the City may choose to “extend” the Eligibility List past the initial one year time frame, nothing obligates the City to do so.

If you have a disability that requires assistance at any point in the recruitment process (for example, filling out applications, testing, interviewing), please notify the Human Resources Department. The City of El Centro performs job-related medical/physical evaluations and pre-employment/promotional drug screening. EEO/ADA.