

EMPLOYMENT OPPORTUNITY

DISPATCHER/SENIOR DISPATCHER

Position is Open Until Filled:

Filing Date for Next Testing: 4:00 p.m., January 28, 2013

Required Testing for Next Group of Applicants: 9:00 a.m., February 8, 2013

The City reserves the right to extend the filing deadline as necessary.

Dispatcher: \$37,040.64 - \$45,023.13/yr.

Senior Dispatcher: \$38,937.60 - \$47,328.90/yr.

GENERAL STATEMENT OF DUTIES:

Under general supervision of higher level staff, receives and dispatches calls from the public for emergency and non-emergency services; assists with clerical duties within the Police Department and performs other related duties as assigned.

EXAMPLES OF ESSENTIAL DUTIES:

Receives emergency service calls from the public; determines nature and location of emergency; dispatches emergency units in accordance with established procedures and policies using a computerized dispatch system; maintains contact with all field units, including accounting for location and status of all units and maintaining records of all field calls; coordinates services with other public and private agencies, including law enforcement, fire department, ambulance, hospital, towing, etc. to request mutual assistance; runs vehicle registration checks and warrant checks on subjects and relays information to Officers in the field; enters, receives, distributes and broadcasts Teletype information; performs dispatch related clerical duties including, but not limited to, processing and filing of various logs, reports, citations, and licenses; data entry, photo copying, copying of recorded information, and DOJ fingerprint processing; monitors scanner and Public Works radio, takes appropriate action as necessary; supports front office function as necessary during business hours; is responsible for front office functions during non-business hours; performs other related duties as assigned; <u>Senior Dispatcher:</u> In addition to the above duties, also participates in training of new dispatchers.

QUALIFICATIONS:

<u>Knowledge of</u>: Local and state laws including California Penal Code, California Vehicle Code, Health and Safety Codes and the City of Arcata Municipal Code; City of Arcata geography; standard office practices; multi-line telephone systems; computer aided dispatch (CAD) and record management systems (RMS); Teletype systems and dispatch related software; police radio communications.

<u>Ability to</u>: Remain calm while obtaining information from individuals who are in crisis, often involving life or death situations; perform multiple tasks under pressure, with accuracy and speed; operates personal computer using both standard and specialized software; work independently including organization and prioritization of daily tasks; operate multi-line phone, TDD phone, Teletype and police radio systems; perform routine office practices; apply principles and practices of effective customer service; read maps and give accurate and detailed directions; establish and maintain cooperative working relationships with those contacted in the course of work; maintain strict confidentiality in relation to information received in the course of work.

<u>ADDITIONAL REQUIREMENTS</u>: Must be willing and available to work a variety of shifts including nights, weekends and holidays; must be willing and available to work overtime, as required, with or without prior notice; must be willing to travel to attend meetings and/or trainings as necessary; ability to sit for extended periods of time as required; must be able to handle emergency situations while remaining calm.

PHYSICAL REQUIREMENTS: Must be able to perform the physical aspects of the job, including sitting for periods of time; operating standard office equipment, including a computer; hearing and speech to communicate in person, over the telephone and dispatch radio; lift, push, pull, and carry up to 25 lbs.; interact with a variety of people in emergency or customer contact situations while multi-tasking.

EXPERIENCE AND TRAINING: Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be: Dispatcher: Equivalent to graduation from high school. Dispatcher: At least one (1) year experience in a position with clerical and customer service responsibilities. Prior experience in the operation of radio, Teletype, or other communication equipment is highly desirable. Senior Dispatcher: Satisfactory demonstration of at least three (3) years experience independently performing the duties of Dispatcher; successful completion of the POST Dispatcher Trainer course; and the ability to perform the specific tasks established for promotion to the position.

LATERAL DISPATCHERS: To be considered as a lateral Dispatcher, you must have successfully completed the POST Basic Dispatch Academy, and have successfully completed a probationary period as an emergency communications dispatcher at a POST recognized law enforcement agency.

BENEFITS:

RETIREMENT: PERS CLASSIC MEMBERS (2% at 55) - The current 7% employee contribution is paid by the employee. NEW PERS MEMBERS or PREVIOUS PERS MEMBERS WITH A BREAK IN SERVICE OF 6 CALENDAR MONTHS OR GREATER (2% @ 62) - The current 6.5% employee contribution is paid by the employee. For the 2% @ 62 formulas the employee contribution will change each fiscal year to be at least 50% of the normal cost rate as determined by PERS. MEDICAL - The City's Workers' Compensation coverage is selffunded. The City currently pays the majority of the premium for employee and family (employee pays \$74.91/mo. for a family of 3 or more) for Medical (Blue Cross), and City pays the entire premium for Dental (Delta) and Vision (VSP) coverage. Note: There are specific requirements for continuing medical coverage as a retiree. VACATION - Accrues at 8 hours per month upon employment and increases with time in service. SICK LEAVE - Accrues at 8 hours per month with no limit. Forty-eight (48) hours of Family Sick Leave are also allowed per year and are deducted from employee's accrued Sick Leave. This is not accruable. BEREAVEMENT LEAVE - An employee may be granted up to 40 hours per year bereavement leave with pay. This is not accruable. HOLIDAY BANK - Shift employees whose schedule requires them to work on observed holidays receive 110 holiday hours each fiscal year (new employees are prorated ten (10) holiday hours for each holiday remaining in the fiscal year at time of hire). FLOATING HOLIDAY - Thirty-two (32) hours of floating holiday per year. This is not accruable. LIFE INSURANCE - The City pays the premium on a \$50,000 term life insurance policy for eligible employees. LONGEVITY PAY - Employee receives an additional 5% of base pay after 5 years of service, an additional 2.5% after 10 years of service, and an additional fifty (\$50) dollars per month after twenty (20) years of service. DEFERRED COMPENSATION - Two 457 Deferred Compensation plans available, with City contribution after 1 year employment and increases with time in service. BI-LINGUAL <u>PAY</u> – Eligible employees receive 2.5% of base salary. <u>INCENTIVE PAY</u> - Fifty dollars (\$50) per month for a POST Dispatcher Intermediate Certificate, and an additional fifty dollars (\$50) per month for a POST Dispatcher Advanced Certificate. <u>OTHER BENEFITS</u> -Other benefits include City-paid membership in an Employee Assistance Program (EAP) for the employee and eligible dependents; an education and training reimbursement program; optional participation in supplemental health coverages through AFLAC; optional participation in pre-tax Unreimbursed Medical and Dependent Care Assistance programs; Quit Smoking and Adoption incentive plans; up to ninety (\$90) dollars every three (3) months for reimbursement towards a local health club/fitness center membership; waiver (if applicable) of City of Arcata water and sewer service charge base rates; and free transportation on the Arcata & Mad River Transportation System for employee and immediate family members.

Please note: Any employee in a classification represented by the Arcata Police Association shall, as a condition of continued employment, either become a member of the Association or, in the alternative, pay to the Association as an agency fee an amount of money equal to the customary initiation fee and monthly dues and assessments of Association members employed by the City. Such obligation shall not commence until after sixty (60) days.

APPLICATION/SELECTION PROCESS:

To participate in the next examination process, a City of Arcata employment application, and attached supplemental application must be received in the City Manager's Office by 4:00 p.m. on Monday, January 28, 2013. Should an appointment not be made from the eligibility list established from the February 8, 2013 test date, additional testing may be conducted with applications submitted after January 28, 2013. Applicants will be notified if an additional examination is scheduled or the recruitment is closed.

PLEASE NOTE: Cover letters, resumes, and/or additional materials (other than continuation of information included on application, i.e., applicable employment history) will not be accepted, and will be discarded.

Application materials are available from:
City of Arcata, City Manager's Office,
736 F Street, Arcata, CA 95521, (707) 822-5953
or at www.cityofarcata.org

NOTE: To be placed on the next eligibility list for consideration of the current vacancy(cies), you must attend the Entry Level Dispatcher examination being held at 9:00 a.m., Friday, February 8, 2013 (please carefully read testing informational letter attached to the application packet), or if you have taken the POST Entry Level Dispatcher examination within the last twelve (12) months, you may submit written documentation, on official letterhead, that verifies the agency in which you tested, the date you tested, and your T-Score. You must have a T-Score of at least 55 to be placed on the eligibility list; otherwise, you will need to attend the City of Arcata testing on February 8, 2013 to be included in the next group of candidates. (If the vacancy(cies) is/are not filled from this eligibility list, the City of Arcata may offer additional test date(s) for this recruitment. Please see informational letter or city website for more detail.

EQUAL EMPLOYMENT OPPORTUNITY/REASONABLE ACCOMMODATON:

The City of Arcata is an equal opportunity employer and does not discriminate on the basis of race, religion, national origin, ancestry, gender, marital status, sexual orientation, age, disability or on any other non-merit factors in its process of recruitment, selection, promotion or other conditions of employment. In accordance with the Americans With Disabilities Act reasonable efforts will be made during the examination process to accommodate people with special physical or mental requirements. If special accommodations are necessary, please contact the Personnel Department (707-825-2114) prior to the testing date. When indicating you have a special need, one of the following definitions will apply to you. A disabled person is anyone who: (1) has a physical or mental impairment which substantially limits one or more major life activities: i.e., walking, seeing, hearing, speaking, working or learning; or (2) has a record of such impairment; or (3) is regarded as having such an impairment.

- In accordance with the Immigration Reform Act of 1986, the City must verify, once an employment offer has been made, that all
 persons have written proof of their right to work in the United States.
- All potential City employees must complete a required pre-employment physical examination, receive DOJ fingerprint clearance, and have a satisfactory driving record (if required to drive for city business).

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