The City of Placerville

RECRUITMENT FOR
Police Dispatch/Records Technician- Entry/Lateral
Final Filing Deadline: Continuous

The Position

The City of Placerville is seeking to establish eligibility lists for the position of Police Dispatcher/Records Technician, for both entry level and lateral candidates. Under general supervision of the Police Support Services Supervisor, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency assistance; dispatches necessary police units; obtains information requested by officers; 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 compiling information for, processing, preparing, and maintaining a variety of records, reports, and statistics as necessary.

Compensation

- ★ Salary Range: $2,936.00-$3,569.00/mo. (All City employees are currently paid 10% less than the stated salary and are given 8 hours per pay period of in-lieu time off.)
- ★ CalPERS, 2.5% @55 retirement plan, City and Employee contributions paid by the City
- ★ Medical benefits, dental including orthodontics, and a vision plan for employee and dependents, $50,000 term life insurance
- ★ Generous vacation, sick leave, and holiday benefits

Representative 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.

1. Receives calls to the dispatch center including 911 calls, other emergency calls, and non-emergency calls from citizens requesting service or information; operates a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio system; enters and maintains information into CAD (Computer Aided Dispatch) system.
2. Evaluates response necessary as dictated by a given request for service; determines nature, location, and priority of calls; assigns and dispatches appropriate police units in accordance with policies and procedures; transfers calls to other appropriate agency in accordance with established procedures; monitors fire, medical, and sheriff's radios; obtains and dispatches other support services as necessary including other law enforcement agencies as necessary.
3. Maintains contact with all units on assignment; maintains status and location of police field units; receives and processes request for information from police field units.
4. Queries information from law enforcement communication networks relating to wanted persons, criminal history, stolen property, and Department of Motor Vehicle information.
5. Queries and enters stolen, stored, and repossessed vehicle information.
6. Enters information into the department's automated records management system, the California Law Enforcement Telecommunications System (CLETS), and other systems as required; enters missing persons, pawn slips, towed and stored vehicles, moving violations, parking citations, and related items; enters all radio traffic in appropriate calls for service.

Qualifications

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
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.
Police terminology.
Techniques of questioning for both emergency and non-emergency calls and methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
Standard broadcasting procedures and rules.
Law enforcement records management principles, procedures, techniques, and equipment.
Functions of the Police Department and other City Departments and geographic features and locations within the area served.
Modern office methods, procedures, and equipment including specialized public safety computer systems and applications and other word processing and spreadsheet applications.
Customer service principles and practices.

Ability to:
Evaluate emergency situations and make split-second decisions regarding the type of response appropriate for the circumstances.
Effectively communicate and elicit information from upset and irate callers.
Make independent decisions that affect the safety of public safety personnel, citizens, and property, such as those involved in determining the urgency of requests received and the appropriate action to take.

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:*

Education/Training: **Entry Level:** Equivalent to the completion of the twelfth grade. The successful candidate will be sent to the P.O.S.T. Basic Dispatch course, at the City's expense and will be expected to complete that course within a specified time period.

Lateral Candidates: Successful completion of the P.O.S.T. Basic Dispatch course.

Experience: Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions. Experience with computer terminals and radio broadcasting equipment is desirable.

License or Certificate:
Possession of, or ability to obtain by date of appointment, an appropriate driver's license.
Possession of, or ability to obtain within one year of appointment, P.O.S.T. Basic Dispatch certificate.

Physical Demands and Working Environment

Environment: Work is performed primarily in an emergency services dispatch center setting with extensive public contact and constant interruptions; incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels. Incumbents may also be called in for local emergencies at irregular hours.

Physical: Primary functions require sufficient physical ability and mobility work in a dispatch center; 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: Auditory ability to distinguish conversation from noisy environments with static or weak transmissions.

The Selection Process

A City of Placerville application form is required; a resume is desirable**. Fax's are not accepted.** Those individuals who are selected, will be invited to participate in a written examination and an oral interview process. The oral interview will become 100% of the overall score. The City reserves the right to limit the number of candidates invited to participate in the examination process.

To apply send completed application to:

City of Placerville, Attn: Human Resources, 3101 Center Street, Placerville, CA 95667

The information contained in this announcement does not constitute either an expressed or implied contract, and these provisions are subject to change.

NOTE: *If you require accommodation in the examination/interview process, please contact the Administration Department at (530) 642-5531 at least five (5) days before a scheduled interview/examination.*