



San Gabriel

THE CITY OF **SAN GABRIEL**
IS CURRENTLY RECRUITING FOR

Police Dispatcher
\$4,332 - \$5,266 monthly
Continuous Recruitment

ATTENTION APPLICANTS: PLEASE READ THE JOB BULLETIN THOROUGHLY AND FOLLOW ALL APPLICATION INSTRUCTIONS AND PROCEDURES. YOU ARE REQUIRED TO FOLLOW ALL APPLICATION INSTRUCTIONS COMPLETELY. APPLICATIONS FAILING TO COMPLY WITH THE INSTRUCTIONS AND PROCEDURES OUTLINED IN THIS BULLETIN WILL BE REJECTED.

THE OPPORTUNITY:

The City of San Gabriel's Police Department is recruiting for Police Dispatcher to join its team. The Department aims to fill three newly created positions with this recruitment. This position provides an exceptional opportunity for the ideal candidate to develop a career as a public safety dispatcher with our historic "City with a Mission." A career with the City of San Gabriel offers excellent pay and benefits, a variety of programs and assignments, outstanding training and career development opportunities, and a great location for living and working in Southern California.

IDEAL CANDIDATE:

The ideal candidate is enthusiastic, customer service oriented, compassionate, and committed to providing outstanding service to the community. The ideal candidate is also detail oriented, able to multi-task and work in a fast-paced environment, has outstanding judgment and interpersonal tact, and is an outstanding communicator. Most importantly, the ideal candidate is a consummate professional who understands and exemplifies the principles of public service and the organizational mission of the San Gabriel Police Department.

SUMMARY OF POSITION DUTIES:

Under general supervision of the assigned unit manager, the Police Dispatcher works 12-hour shifts for a total of 80 hours every two weeks. Incumbents of this position must be able to: maintain contact with all units on assignment; maintain status and location of field units; receive and enter 911 calls for service in the CAD system; communicate clearly and concisely both orally and in writing; understand and follow oral and written directions as provided; create and edit a variety of documents; receive incoming telephone, teletype, and radio calls; operate standard office equipment; gather, analyze, and evaluate facts to reach sound conclusions; act quickly and calmly in emergencies; correctly interpret and explain applicable laws, codes, and regulations; act as police matron (female dispatchers only) in searching female prisoners in the absence of an available female officer as required; and perform other duties as required. *Must be willing to work weekends, holidays, and graveyard shifts.*

For more details on the essential duties of the position, please see the attached position classification specification for Dispatcher.

MINIMUM QUALIFICATIONS:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- High school diploma or GED equivalent.
- Two years (2) of increasingly responsible clerical, administrative, record keeping, and/or customer service experience.

Required Certifications/Licenses/Competencies

Candidates for this position must possess and meet the following:

- Possess a valid California Class “C” Driver’s License;
- Must maintain a satisfactory driving record throughout employment with the City.
- Must be able to attain a POST Dispatcher Certificate within one year of appointment.
- Certification from an accredited business school, adult school, or employment agency verifying a minimum typing speed of 40 WPM.

Desirable Qualifications

- Previous dispatching experience is highly desirable.
- Experience working in local government is desirable.

EXAMINATION:

Candidates who meet the minimum requirements will be invited to take the written examination. The written examination will be the P.O.S.T. Entry-Level Dispatcher Selection Test Battery, which measures verbal ability, reasoning ability, memory ability, and perceptual ability. Those who pass the written examination will be invited to an oral board interview.

SUMMARY OF BENEFITS:

- CalPERS Retirement – CalPERS retirement formula of 2% @ 60 for “Classic” CalPERS members and 2% @ 62 for new CalPERS members (PEPRA). San Gabriel employees (internal candidates) will remain in their existing tier.
- Medical Benefits – City paid contribution of up to \$1,568 per month toward medical, dental, and vision insurance premiums. City offers a choice of multiple medical plans (HMOs and PPOs through CalPERS), Delta Dental PPO or HMO, and VSP vision insurance. Although you typically must insure yourself, coverage of dependents is optional with proof of sufficient coverage elsewhere.
- Retiree Medical – Paid retiree medical insurance, including qualified family members, per vesting schedule established by California Government Code §22893.
- Tuition Reimbursement – Reimbursement of education/tuition costs in an amount not to exceed the tuition for three quarters (0-6 units per quarter) at California State University – Los Angeles.
- City-paid long term disability insurance;
- City paid life insurance (1x annual salary);
- City-paid Employee Assistance Program (EAP) and Travel Assistance Program for employees and eligible family members.

Allowances, Reimbursements & Specialty Pay

- Bilingual Pay – \$100 per month for employees who qualify and pass a proficiency examination in a second language such as Cantonese, Mandarin, Vietnamese, or Spanish.

Leaves

- Sick Leave – Employees shall accrue 96 hours of sick leave per calendar year (3.692 hours per pay period).
- Vacation Leave – Employees shall accrue 80 to 160 hours of vacation leave per year depending on their length of service with the City. See the approved accrual schedule for more details.

- Holiday Leave – Employees shall be credited pro-rata with 104 hours of holiday leave per year.

Annual Leave Cash-Out Programs

- Sick Leave Cash Out – Employees may cash-out up to 50% of sick leave accrued but unused during the 12-month period ending October 31 of each year.
- Vacation Leave Cash Out – Employees may cash-out up to 40 hours of unused vacation leave each year, (election to cash-out must be made in November).
- Holiday Leave Cash Out – Employees may cash-out up to 8 hours of unused holiday leave each year, (election to cash-out must be made in January).

Optional/Supplemental Benefits

- 457 Deferred Compensation Matching Benefit - City provides a matching contribution of up to \$50 per month to a 457 plan for employees who opt into the plan. The matching contribution requires employees to be actively enrolled and contributing to the plan.
- Supplemental Insurance – Optional enrollment in supplemental insurance plans from Colonial.
- Flexible Spending Account (FSA) – Optional enrollment in the City’s flexible benefit plan for the reimbursement of costs for dependent care and/or health care. Employees may opt to set aside a pre-determined amount of pre-tax income for anticipated dependent care and/or health care costs.

For more details on the compensation and benefit provisions available to employees in this classification, please reference the published “Salary, Compensation, and Benefits Policy” for the City of San Gabriel.

APPLICATION PROCEDURE:

Candidates must complete a City of San Gabriel online application. Applications must be thoroughly prepared and include the following three items as attachments: (1) cover letter, (2) professional résumé, (3) typing Certification from an accredited business school and (4) copies of all professional certifications required and/or applicable for the position. Failure to submit a thoroughly prepared application along with items 1-4 may be disqualifying. Applicants are encouraged to attach any applicable training certificates, college transcripts, and/or college degrees possessed.

The City will accept applications on an ongoing basis and will notify candidates of upcoming examinations. This recruitment may close at any time without notice and interested candidates are encouraged to apply immediately. To apply, please visit jobs.sangabrielcity.com. *Faxed, emailed, or hard copies of applications and/or required attachments are not accepted.*

PRE-EMPLOYMENT REQUIREMENTS:

Candidates considered for employment must pass a pre-employment medical examination and comprehensive background investigation. Medical examination includes drug/alcohol screening.

The City of San Gabriel maintains a drug, alcohol and smoke-free work environment. The City enforces a zero tolerance policy relating to substance abuse.

Below is a list of facilities you can take your typing test at, please call ahead of time to make an appointment:

- Glendora Employment Agency
203 S Glendora Avenue, Suite C, Glendora, CA 91741; 626-335-4081
- South Bay Business & Career Center –
801 Carson St. #117, Carson CA 90745; 310-680-3870

- South-East LA Co. Workforce Development Board
10900E. 183 St. Suite 350 Cerritos, CA 90703; 562-402-9336
- Orange County - One-Stop Center
7077 Orangewood Avenue, Suite 200, Garden Grove, CA 92841; 714-241-4900
- Inglewood – One-Stop Center – 110 South La Brea Avenue Inglewood, CA 90301; 310-680-3700
Only Tuesday 2-4 & Thursday 9am-12pm
- Chad Thompson Youth Employment
301 E. Olive Ave. Suite 101 Burbank, CA 91502; 818-238-5324

The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained in this bulletin may be modified or revoked without notice. Applicants with legal disabilities, who require special testing accommodations, must contact the City of San Gabriel Human Resources Department at least five (5) days prior to the examination date.

All qualified candidates are encouraged to apply; the City of San Gabriel is an Equal Opportunity Employer.

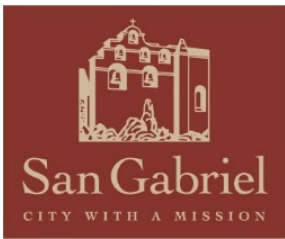
鼓勵所有的合格候選人提出申請 聖蓋博市是平等機會的僱主

Tất cả ứng cử viên hội đủ điều kiện nên nộp đơn. Thành Phố San Gabriel là một sở làm có tôn chỉ tạo cơ hội bình đẳng.
La ciudad de San Gabriel ofrece la igualdad de oportunidades en el empleo, apoyamos a los candidatos calificados a aplicar.

HUMAN RESOURCES DEPARTMENT

San Gabriel City Hall
425 South Mission Drive
San Gabriel, CA 91776

(626) 308-2802
hr@sgch.org
www.sangabrielcity.com
JobID#181



CLASSIFICATION SPECIFICATION DISPATCHER

JOB SUMMARY:

Under general supervision, the Dispatcher receives and processes routine and emergency calls; enters, retrieves, and uses data from various automated law enforcement information systems; coordinates with other emergency service providers as appropriate; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Dispatcher performs a variety of technical law enforcement support duties related to communications and public contact. This class differs from a Police Records Supervisor due to the level of experience required, complexity of work performed, and narrower scope of responsibilities focusing on dispatching emergency and non-emergency calls for service.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Receives and enters 911 calls for service in the Computer Aided Dispatch System (CAD); dispatches field units and monitors their status; and determines the nature and location of calls and the level of service needed.
- Relays information to officers including suspect descriptions and location updates; retrieves information from the California Law Enforcement Telecommunications System (CLETS) for officers including information on outstanding warrants; transfers calls to other law enforcement agencies if appropriate; and trains less experienced Dispatchers as directed.
- Informs the Watch Commander of calls in progress; maintains communication with field units and other staff; maintains a daily log of all pending and dispatched calls for service; receives information and calls for service from other law enforcement agencies; and provides information to other law enforcement agencies by telephone and teletype.
- Assists the general public, City staff, and outside groups and agencies in person and by telephone with emergencies and provides general information regarding law enforcement regulations and department policies and procedures.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Computer-aided dispatch system and other relevant computer programs or software used to research and obtain information; police operations and standard procedures; applicable federal, state, and local laws, codes, and regulations; and office administration practices and procedures.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a copier, facsimile machine, scanners, or calculator.
- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

Skills/Abilities:

- Operate a variety of communications equipment including radio consoles, telephones, and computer systems; elicit information from callers who may be upset, distressed, or not communicating clearly; gather, analyze, and evaluate facts and evidence and reach sound conclusions; act quickly and calmly in emergencies; correctly interpret and explain applicable laws, codes, and regulations; observe safety principles; and work in a safe manner.
- Communicate clearly and concisely both orally and in writing; understand and follow oral and written directions as provided; create and edit a variety of documents; and assist in the maintenance and organization of office and specialized files.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- High school diploma or GED equivalent.
- Two years of increasingly responsible clerical, administrative, and/or customer service experience.
- Local government experience is desirable.

Licenses and Certifications:

- Certification from an accredited business school, adult school, or employment agency verifying a NET speed of 40 WPM is required.

- Ability to obtain within one year of appointment a P.O.S.T. Public Safety Dispatcher Certificate is desirable.
- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

PHYSICAL DEMANDS:

- Ability to lift up to 10-15 pounds or more and get from one location to another in the course of doing business including climbing stairs, stooping, and bending.

WORK ENVIRONMENT:

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Established Date: July 17, 2017