



San Gabriel

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

Public Safety Dispatcher

\$4,897 - \$5,953 monthly

(Continuous Recruitment)

ATTENTION APPLICANTS: Please read the job bulletin thoroughly and follow all application instructions and procedures completely. Applications failing to comply with the instructions and procedures outlined in this bulletin will be rejected.

THE OPPORTUNITY:

The San Gabriel Police Department is recruiting for Public Safety Dispatcher. The Department aims to fill immediate vacancies in this position with this recruitment. Public Safety Dispatcher is an important part of the City's public safety response system. This position provides an exceptional opportunity for the ideal candidate to develop a career in public safety with our historic "City with a Mission." A career with the City of San Gabriel offers excellent pay and benefits, 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 core values of the San Gabriel Police Department.

SUMMARY OF POSITION DUTIES:

Under general supervision of the assigned unit supervisor, 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 Computer Aided Dispatch (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 Public Safety Dispatcher (Appendix "A").

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 a written examination. The written examination is an 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. Both exams are qualifying, and must be passed with a satisfactory score to be placed on the eligibility list for this position.

SUMMARY OF BENEFITS:

- **Retirement:** CalPERS Retirement with 2%@60 for “classic” PERS members and 2%@62 for new PERS members. Participating San Gabriel employees retain their existing PERS status.
- **Health Benefits:** City paid contribution of up to \$1,600 per month toward employee medical, dental and vision insurance premiums. City offers a choice of multiple medical plans (HMOs and PPOs through CalPERS), two dental plans (Delta HMO and Delta PPO), and VSP vision. Employee may opt-out of City group insurance with proof of coverage elsewhere.
- **457 Deferred Compensation Matching Benefit:** City provides a matching contribution of up to \$100 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.
- **Education Premium Pay:** Employee’s in this classification are eligible for education premium pay for a degree from a USDE accredited college or university in accordance with the following:
 - Associate’s Degree, \$100 per month.
 - Bachelor’s Degree, \$200 per month.
 - Master’s Degree, \$300 per month.

*Education premium pay is non-cumulative and only one premium pay may be received at a time.

- **Tuition Reimbursement:** City provides annual reimbursement of tuition for degree coursework at an accredited college or university in an amount not to exceed the semester tuition rate at California State University – Los Angeles.
- **Long Term Disability (LTD) & Life Insurance:** City paid LTD and life insurance (1x annual salary).
- **Employee Assistance Programs (EAP):** City paid EAP for employees and eligible family members, including travel assistance.
- **Uniform allowance:** Employee’s in this classification shall receive \$1,000 per year for the purchase and maintenance of required uniforms.

- **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. Bi-lingual pay must be deemed appropriate for the position and approved by the Department.
- **Supplemental Insurance:** City provides employees with supplemental insurance plans through Colonial. Enrollment is optional and the City does not make a contribution towards premiums (employee covers all premium/out-of-pocket costs associated with the plans).
- **Paid Leaves:**
 - Vacation: Accrue 80 hours of vacation leave per year to start. Annual accrual rate increases up to 160 hours per year pursuant to the authorized vacation accrual schedule.
 - Sick: Accrue 96 hours of sick leave per year.
 - Holiday: 96 hours of paid holiday per year.
 - Floating Holiday: 16 hours of floating holiday per year (pro rata).
- **Annual Leave Cash-Out Options:**
 - Sick Leave Buy Back: Option to cash-out up to 50% of unused sick leave accrued in the preceding 12- month period (cash-out occurs in November of each year).
 - Vacation Buy Back: Option to cash-out of up to 40 hours of unused vacation leave per year (cash-out occurs in November of each year).
 - Holiday Buy Back: May cash-out up to 8 hours of unused holiday per year (cash-out occurs in January of each year).

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, and (3) copies of all professional certifications required and/or applicable for the position. Failure to submit a thoroughly prepared application along with items 1-3 may be disqualifying. To apply, please visit jobs.sangabrielcity.com. **This is a continuous recruitment. Exam dates are tentative and subject to a sufficient number of qualified applications being submitted. The City will conduct a written exam and oral panel interview when a sufficient number of applications have been submitted. Qualified candidates will be notified of the exam dates in advance.** Faxed, emailed, and/or hard copy applications will not be accepted.

EXAMINATION, SELECTION & HIRING PROCESS:

The examination, selection, and hiring process typically includes the following:

1. **Application Screening:** All submitted applications will be screened for minimum qualifications.
2. **Written Exam:** For some positions, a written exam may be administered to help assess applicants for position competency and requirements. Those meeting the minimum qualifications for the position in Step 1 will be invited to a written examination. Typically, the minimum qualifying score on the written exam is 70%. This score may be adjusted depending on the number of examinees, with percentile rankings, average scores and the number of slots available for the oral appraisal interview being used as the basis for adjusting the passing score.
3. **Oral Appraisal Interview:** Those passing Steps 1 and 2 will be invited to the oral appraisal interview. The oral appraisal interview is an assessment of the candidate's experience and preparation for the position by an impartial panel of subject matter experts. Scores from the oral appraisal interview are typically weighted 100% towards the Eligibility List for the position. Candidates must attain a minimum score of 70% on the oral panel interview to qualify for the Eligibility List.

4. **Eligibility List:** Those attaining a qualifying score on the oral panel interview will be placed on the Eligibility List for this position. Candidates on the Eligibility List are deemed qualified for the position and may be called at any time to participate in a selection interview with the hiring department to fill a vacancy in this position. For more information on Eligibility List requirements, please see Rule VIII of the City's Civil Services Rules.
5. **Practical Exam:** The practical exam is used as a supplemental evaluation tool and is typically not scored or used for qualifying purposes.
6. **Selection Interview:** Candidates on the Eligibility List may be called at any time to participate in a selection interview with the Department to fill an immediate and/or anticipated vacancy in the position classification. A selection interview does not guarantee an offer of employment and the Department is not obligated to hire any candidate invited to a selection interview.
7. **Pre-Employment Process:** Upon a conditional offer of employment, which requires the successful completion of a selection interview and recommendation to hire from the Department, candidates shall be required to satisfactorily complete the pre-employment process. The pre-employment process consists of (1) supplemental application, (2) medical examination, (3) fingerprint background check, (4) work experience and education verification, and (5) professional reference check. Some position classifications may also require a comprehensive background check, drug screening, psychological evaluation, and/or a polygraph test as part of the pre-employment process. Failure to successfully complete any part of the pre-employment process shall void any conditional offer of employment.

TYPING TEST LOCATIONS

Below is a list of facilities you can use to take your typing test. 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

EQUAL EMPLOYMENT OPPORTUNITY:

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雇主

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 S. Mission Drive
San Gabriel, CA 91776

Phone: (626) 308-2802
Email: hr@sgch.org
Web: www.sangabrielcity.com

CLASSIFICATION SPECIFICATION

PUBLIC SAFETY 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