



RECRUITMENT ANNOUNCEMENT

DISPATCHER

\$3,238 - \$3,936/month

Bi-Lingual (English/Spanish) Skills Preferred

THE POSITION: Under general supervision, performs a variety of support services including technical work in answering and processing all incoming emergency and non-emergency telephone and radio communications received for police, fire and animal control; routine clerical and administrative work; provides customer service to the general public; keeps official records; assists in the administration of the standard operating policies and procedures of the dispatch center; assists in the Records Division as needed and performs related responsibilities as required. Non-sworn position; works various shifts including nights, weekends and holidays.

QUALIFICATIONS: A typical qualifying entrance background is equivalent to high school diploma or GED with one (1) year of related dispatch experience or clerical duties with public contact involving customer service, telephone contact, typing, filing, record keeping, accounting, bookkeeping, or cashiering. Possession of a valid and appropriate California Driver's License issued by the State Department of Motor Vehicles without record of suspension or revocation in any state. Requires knowledge of computers and electronic data processing; modern office practices and procedures, including business math calculations, recordkeeping, cashiering, customer service, and effective communications. Incumbents must be able to think and act quickly and retain composure in stressful situations. **Type 35 WPM; typing certificate obtained within the last six months must be attached to the completed application.** Online typing tests will not be accepted. E-mailed test results from typing test websites will not be accepted. Applicants shall be non-users of tobacco and shall be required to sign a statement affirming that, as a condition of continued employment, they shall refrain from using tobacco.

THE BENEFITS: \$3,238 - \$3,936 per month, paid bi-weekly. 40 hour work week; shift work. Uniform allowance of \$500/fiscal year, first uniform furnished. Health, dental and optical insurance for employee and dependents; PPO plan at minimal cost for full family, EPO plan at no cost for full family; Well-fitness Incentive; bi-lingual pay; annual educational assistance. City paid Life, Long-Term Disability and Accidental Death & Dismemberment insurance for employee. The City observes 13 paid holidays a year; the Police Department has nine fixed holidays and four floating holidays; an escalating vacation plan beginning with 10 days/year. The City is a member of the California State Employees Retirement System (PERS); 2% @ 55 formula for classic members; 2% @ 62 formula for new members (as defined by PEPR). The City does not pay into Social Security.

THE SELECTION PROCESS: Applications and supporting material will be reviewed and evaluated. Applicants who appear to be more qualified in terms of experience, education, and training will be invited to participate further in the process. The selection process may include written examination, oral board interview, background investigation, department interview, post-offer drug screening, and any other testing that may be deemed necessary. All applicants will be advised on their status in the selection process. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

APPLY: City of Dinuba, Human Resource Services, 405 E. El Monte, Dinuba, California, 93618; phone (559) 591-5903. Applications must be received in Human Resources no later than **5:00 p.m. on March 29, 2017** postmarks are not accepted; City application required. www.dinuba.org

Persons with disabilities who require special accommodations may contact Human Resource Services.

Proof of authorization to work in the United States is required for all employees.

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, sexual orientation, age, national origin or disability.

The provisions of this announcement do not constitute an expressed or implied contract, and any provision contained in this announcement may be modified or revoked without notice.

**JOB DESCRIPTION
CITY OF DINUBA**

**DISPATCHER
CLASSIFIED**

DEFINITION: Under general supervision, performs a variety of support services including technical work in answering and processing all incoming emergency and non-emergency telephone and radio communications received for police, fire and animal control; routine clerical and administrative work; provides customer service to the general public; keeps official records; assists in the administration of the standard operating policies and procedures of the dispatch center; assists in the Records Division as needed and performs related responsibilities as required.

EXAMPLES OF DUTIES

Monitors telephones and radio in the dispatch center; receives, interprets, ascertains, prioritizes, and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations expeditiously and accurately; gathers necessary information to transmit or relay; dispatches police, fire, and/or animal control for necessary action, including determining necessary units required for response; broadcasts nature, location and time of incident; operates a multiple computer system utilizing various law enforcement management system programs simultaneously; contacts all required personnel and other local concerns in the event of an emergency situation; ensures the presence of reserve units by contacting personnel designated for call-back; relays information to personnel in areas such as warrants, vehicles, driver's licenses, and criminal history; enters relevant information and retrieves information on multiple computerized systems, including a computer-aided dispatch system; maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; visually monitors status display terminals while simultaneously monitoring radio frequencies aurally; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed; monitors individuals in holding cells for proper conduct, safety, and medical or other needs; assists in training new employees; maintains dispatch center work area and equipment in clean and working condition; operates radios as needed and assists in radio communications; operates base radio as required; assists in the Records Division to provide clerical and customer service duties; processes records; receives and processes payments over the counter and by mail; assists in the preparation of a variety of reports and records; records and files citations and maintains report files; enters data into the computer, and generates a variety of law enforcement management system reports; inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data; maintains dispatch documents and records; and performs additional duties as required.

EMPLOYMENT GUIDELINES

Knowledge of:

- Modern office methods, procedures and practices;
- Business math calculations;
- Basic techniques of administrative research;
- Record keeping;
- Customer service;
- English usage, spelling and grammar;
- Appropriate safety precautions and procedures.

Ability to:

- Work effectively and calmly in stressful situations, while prioritizing workload and adopting effective courses of action;
- Focus on a variety of tasks simultaneously, while retaining information gathered and exercising sound judgment in situations with a high consequence of error;

Ability to: (cont'd)

Handle stressful situations and maintain composure;
Exercise tact, courtesy, and patience in all contacts with public and co-workers;
Deal effectively with the public in hostile, hysterical and other emotional states over the phone;
Learn applicable laws, ordinances, and department rules and regulations;
Understand pertinent procedures and functions quickly and accurately;
Memorize radio codes, terminology, and commonly used Penal and Vehicle Codes;
Communicate verbally over phone and radio with an understandable voice quality;
Enter information received over phone or radio accurately in an abbreviated form in a computer;
Maintain confidentiality of privileged or sensitive information;
Perform cashier duties accurately;
Retain and recall information;
Communicate clearly and concisely, both orally or in writing;
Maintain filing and record keeping systems;
Accurately record information;
Learn the City of Dinuba's geography, including identifying major landmark and streets;
Operate a keyboard accurately at 35 corrected words per minute;
Understand and carry out oral and written instructions in English;
Establish and maintain effective working relationships with those contacted in the course of work;
Bi-Lingual (English/Spanish) preferred;
Operate a vehicle observing legal and defensive driving practices.

Education/Experience/Training: Any combination of training, education, and experience which demonstrates an ability to perform the duties of the position. A typical qualifying entrance background is equivalent to high school diploma or GED with one (1) year of related dispatch experience or clerical duties with public contact involving customer service, telephone contact, typing, filing, record keeping, accounting, bookkeeping, or cashiering.

License/Certification: Possession of a valid and appropriate California Driver's License issued by the State Department of Motor Vehicles without record of suspension or revocation in any state.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Frequently sit and talk or hear; occasionally walk; frequently use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms; occasionally lift and/or move up to 25 pounds; occasionally stoop, kneel, crouch, or crawl. Specific vision abilities include close vision, distance and peripheral vision, depth perceptions, and the ability to adjust focus. The noise level in the work environment is usually quiet with occasional moderate noise. Must be a non-user of tobacco and shall be required to sign a statement affirming that, as a condition of continued employment, employee shall refrain from using tobacco.

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.



EMPLOYMENT APPLICATION SUPPLEMENT

APPLICANT'S NAME: _____

DATE: _____

POSITION APPLYING FOR: Dispatcher

CONVICTIONS

Have you ever been convicted of a felony or misdemeanor?
(Please do not include minor traffic infractions or juvenile offenses. No applicant except for the position of Police Officer, need disclose any convictions for marijuana use within two (2) years from the date of such conviction per Labor Code 432.8) Yes No

If yes, please list each offense below. *(A conviction is not an automatic bar to employment)*

Description of Charge	Date	City & State	Final Result of Charge



City Manager's Office
559/591-5904

City Attorney
559/437-1770

Administrative Services
559/591-5900

Development Services
559/591-5906

Public Works Services
559/591-5924

Engineering Services
559/591-5924

Parks & Community Services
559/591-5940

Fire/Ambulance Services
559/591-5931

Police Services
559/591-5914

* * * NOTICE * * *

TYPING CERTIFICATE REQUIRED

When you apply for this position, you must submit a typing certificate with your application to Human Resource Services to verify you meet the required minimum typing skill. Typing certificates issued by a high school, adult school, business or trade school, or other employment services will be accepted if they were issued to you within the last six (6) months. Online typing tests will not be accepted. E-mailed test results from typing test websites will not be accepted.

PLEASE NOTE: Applications submitted without typing certificates will not be allowed to continue in the selection process. If you need to obtain a current typing certificate, various agencies in the area offer typing tests and certificates. A few examples in Tulare and Fresno Counties are:

Visalia Adult School – Student Services

3110 E. Houston, Visalia, CA 93292
(559) 730-7999

Typing tests are given Wednesday at 3:00 p.m. Typing test must be paid by Monday at 3:00 p.m., prior to the test. The fee is \$10 (cash/credit card). Photo I.D. required at time of test.

Tulare Adult School

575 W. Maple Ave. Tulare, CA 93274
(559) 686-0225

Appointment is required; to make an appointment for the test, call 687-7445; Tests are given at 8:45 a.m. on Tuesday & Thursday only. The fee is \$10.00

Personnel Solutions, Inc.

4148 S. Demaree St., Ste. B, Visalia, CA 93277
(559) 734-0570

Appointment is required; to make an appointment call (559) 734-0570. The fee is \$10.00 (cash only).

See reverse for additional test sites.

Reedley College

995 N. Reed Ave., Reedley, CA 93654
(559) 638-3641

To make an appointment for the test, call 638-3641.

Clovis Adult School – Administration Office

1452 David E. Cook Way, Clovis, CA 93611
(559) 327-2800

To make an appointment for the test, call 327-2800 at least 24 hours in advance. Tests are normally given on Mondays and Wednesdays at 1:30 p.m. The fee is \$25.00.