

HOW TO APPLY....

Applicants must complete an online City application and supplemental questionnaire.

Apply online at

<https://srcity.org/498/Employment-Opportunities>

The selection process consists of three parts. You must successfully complete each part in order to be invited to the next. Descriptions of each component of the testing process are provided below. Please read them carefully.

Part I - Candidates considered most qualified based on a screening of applications will be invited to take the P.O.S.T. written examination which will demonstrate the required dispatcher competencies.

The written examination is scheduled to be administered on April 1 & 2, 2019.

Note: If you have taken the P.O.S.T. Dispatcher Test since March 4, 2018, you can waive Part I of the testing process by providing us with documentation listing the agency you tested with, the test date and your T-Score. This documentation must be submitted by the final filing date.

Part II - Candidates successful in Part I testing will be invited to interview with the Police Department. Depending on the number of successful candidates, those candidates scoring highest will be invited to interview first. The interview will evaluate your training, experience and other job-related qualifications for the position.

Interviews are tentatively scheduled for April 29-May 3, 2019.

Part III - Candidates successful through Parts I and II will be scheduled for the background investigation screening process. The background investigation is extensive and will include a police records check,

D.M.V. records review, personal history statement, and employer reference checks. A typing test to confirm your keyboarding skills will be administered before the background investigation is conducted.

Candidates successful in the background investigation will be required to take a City-sponsored medical examination, including a psychological evaluation, following a conditional offer of employment and prior to appointment.

Selection process timelines to establish a list of eligible candidates are subject to adjustment based on the number of applicants and departmental needs.



The City of Santa Rosa does not discriminate on the basis of disability in the admissions or access to, or treatment of or employment in, its programs or activities. Requests for alternate formats may be made by contacting the Human Resources Department at (707) 543-3060 or TDD (707) 543-3063.

For more detailed benefits information and to apply online:
<https://srcity.org/498/Employment-Opportunities>

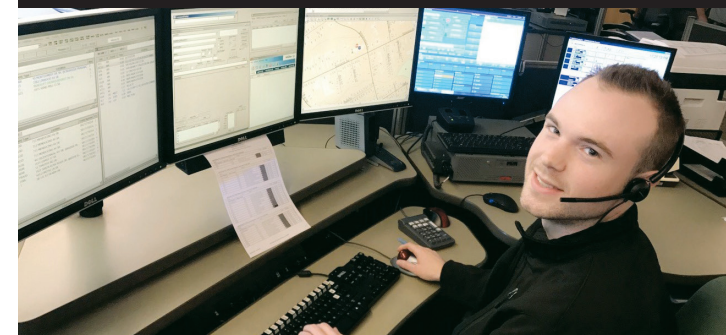
Santa Rosa Police Department
965 Sonoma Avenue
Santa Rosa, CA 95404
Recruiting Office: 707-543-HIRE
www.santarosapd.com



CITY OF SANTA ROSA

*is accepting online applications
for the position of*

COMMUNICATIONS DISPATCHER TRAINEE



Salary:

\$4,064 - \$5,044 Monthly
Plus an excellent benefits package!

Recruitment Opens

March 4, 2019

Final Filing Date

March 18, 2019

or upon sufficient number of applications

Apply Early!

An Equal Opportunity Employer

WHAT WE'RE LOOKING FOR...

Enthusiastic and responsible applicants for the entry level position of **COMMUNICATIONS DISPATCHER TRAINEE**.

If you:

- ◆ Are able to perform several mission critical tasks simultaneously and accurately
- ◆ Have a positive outlook and experience in meeting the expectations of customers
- ◆ Have a flexible approach and excellent multitasking skills
- ◆ Can effectively and quickly make critical decisions and exercise good judgment
- ◆ Are able to understand and independently apply complex information to a variety of circumstances

...and if your qualifications include:

- ◆ One or more years of experience working with the public, using oral communication skills to obtain accurate information from a variety of customers; AND
- ◆ Experience in the use of computers and various software programs; AND
- ◆ Education equivalent to the completion of twelfth grade; AND
- ◆ Typing/keyboarding skills of at least 35 wpm net

...and if you are willing and able to:

- ◆ Learn several complex computer systems and applications, and the geographic features and streets of Santa Rosa
- ◆ Speak clearly in English, and hear and understand telephone conversations and radio traffic through a headset
- ◆ Learn to effectively manage life-threatening emergencies, both over the telephone and via radio
- ◆ Work various rotating shifts, which include day, swing, night (graveyard), holidays, weekends, unplanned overtime, and shift holdovers
- ◆ Satisfactorily complete the Public Safety Dispatchers' Basic Course as required by California P.O.S.T.

WHAT WE'RE OFFERING YOU...

- ◆ **A competitive salary and generous benefits:** CalPERS retirement Tier Two 2.5% at 55 formula and Tier Three 2% at 62 formula. The employee's retirement contribution is either 7.75% - 9.5% of base pay on a pre-tax basis depending on PERS Tier formula.
www.calpers.ca.gov
(City does not participate in Social Security).
- ◆ Medical benefits for employees and dependents available at a cost to the employee of at least 15% of base salary. Dental and vision insurance for employees and their dependents fully paid for by the City.
- ◆ 80 hours of vacation accrued per year; 120-hour holiday leave bank in lieu of holidays off; and 8 hours sick leave accrued per month.

More detailed benefit information is available at www.santarosacityjobs.com

- ◆ Paid classroom and on-the-job training.
- ◆ Support from a dedicated team of skilled professional co-workers.
- ◆ The opportunity to provide a vital service to your community.
- ◆ Shift differentials paid for swing and night work.
- ◆ 2% Spanish Bilingual pay.
- ◆ Shift assignments consisting of four 10-hour days per week.

As a Communications Dispatcher Trainee, your raises within the Trainee salary range will occur after completion of each phase of training. As a Trainee, you are expected to promote to the full journey level within 12 – 18 months. Once you promote to Communications Dispatcher, you are eligible for pay increases within the salary range annually contingent on satisfactory work performance.

The Communications Training Program provides comprehensive training in all aspects of police emergency communications. In a classroom setting, you will receive academic instruction and testing and participate in console activities and role-play scenarios designed to cover the basic aspects of computer-aided call taking and dispatching.

Interactive, on-the-job training in the areas of call taking, police dispatch, and the administrative support channel is provided by employees who are certified trainers. Each phase of training is broken down into objective and measurable standards.

YOUR CAREER FUTURE...

As a Communications Dispatcher, you will:

- ◆ Receive, accurately evaluate, and process routine and life-threatening emergency radio and telephone communications.
- ◆ Dispatch emergency responders and monitor their whereabouts and safety throughout critical incidents.
- ◆ Maintain and process a variety of reports, records, logs, and databases.
- ◆ Provide essential support to police officers and field units.
- ◆ Offer exemplary customer service to the public and other employees.

Our Emergency Communications Center is located on the 2nd floor of the Public Safety Building, equipped with a state-of-the-art computer dispatch system (Intergraph Computer Aided Dispatch System) including multiple monitors, ergonomically designed furniture, and individual work stations with outside window views. The Communications Center is staffed by a team of 24 dispatchers working 10-hour shifts, who handle approximately 250,000 calls for service yearly. Supervision is provided by the Communications Supervisors who report to the Technical Services Division Manager.

CAREER OPPORTUNITIES...

Advancement opportunities include Trainer (7.5% of monthly salary when training), Administrative Dispatcher, Communications Supervisor, and Technical Services Division Manager.