

# SANTA ROSA POLICE DEPARTMENT

## Employment Offer

1. Upon successful completion of the background investigation screening and affirmative recommendation from both the City's designated psychologist and medical examiner, a formal offer of employment is made.
2. Communications Dispatcher Trainees will begin at Step 1 of the salary range. Raises within the salary range will occur after satisfactorily completing each phase of training. Communications Dispatcher Trainees are expected to advance to full journey level salary within 12 - 18 months. Once at the journey level, Dispatchers are eligible for pay increases within the annual salary range contingent on satisfactory work performance. View salary range at: <http://www.santarosacityjobs.com>. Select Job Description.
3. Communications Dispatcher Trainees receive retirement benefits under the Public Employee Retirement System (P.E.R.S.) For more information regarding the retirement plan, please visit the CalPERS website at <http://www.calpers.ca.gov>
4. Communications Dispatcher Trainees begin the 4-phase Communications Training Program and commence a probationary period up to 24 months.

## Training Program

1. Communications Dispatcher Trainees are assigned to the Communications Training Program, which will offer comprehensive training in all aspects of police emergency communications.
2. The Communications Training Program consists of 4 phases:
  - Orientation
  - Call taking
  - Administrative support channel
  - Police Dispatching
3. The orientation phase is designed to provide the foundation for all the remaining phases of training. During orientation training, academic instruction and testing will be administered, along with participation 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 is provided by employees who are also certified trainers in the areas of computer-aided call taking, police dispatching, and the administrative support channel.
4. During the Communications Training Program, you will gain knowledge of radio and telephone communications receiving and transmitting equipment; standard broadcasting procedures and rules; operation of common radio dispatch equipment; public safety classification codes; and basic provisions of the California Vehicle and Penal Codes. You will be trained at receiving, accurately evaluating, and processing routine and life-threatening emergency radio and

telephone communications; dispatching emergency responders and monitoring their whereabouts and safety throughout critical incidents; maintaining and processing a variety of reports, records, logs, and databases; exercising independent judgment and working with a minimum of supervision; learning geographic features and streets of the City of Santa Rosa; handling simultaneous events effectively; operating a computer-aided dispatch system, computer systems, and other office equipment quickly and accurately.

### RELATED ORGANIZATIONS

The following is a list of organizations related to 9-1-1 public safety dispatching. You will find interesting and informative sources of news and information about public safety communications.

**National Emergency Number Association (N.E.N.A.)**  
<http://www.nena.org>

**Association of Public Safety Communications Officials (APCO)**  
<http://www.apointl.org>

**9-1-1 Magazine.com**  
<http://www.9-1-1magazine.com/>

Santa Rosa Police Department  
Recruiting Office  
965 Sonoma Avenue  
Santa Rosa, CA 95404

707-543-HIRE  
[www.srcity.org/550Careers](http://www.srcity.org/550Careers)



CITY OF SANTA ROSA

## COMMUNICATIONS DISPATCHER TRAINEE SELECTION PROCESS



# SANTA ROSA POLICE DEPARTMENT

## Communications Dispatcher Trainee Selection Process

### Application Process

1. Online application and Supplemental Questionnaire.
2. Final Filing Date:  
As specified on the job bulletin in effect at the time of the application.
3. Applicants meeting minimum qualifications will proceed to the three-part examination process.

#### Minimum Qualifications:

- 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
- Completion of the 12th grade; AND
- Typing skills of 35 net wpm or more.



### Part I Testing

The P.O.S.T. (Peace Officer Standards and Training) Entry-Level Dispatcher written examination is designed to measure your aptitude for performing public safety dispatcher work. The test measures general abilities that are normally developed over an extended period of time. They are not designed to measure job-specific knowledge or skills that are taught in training.

Abilities measured by the tests: **Verbal Ability** – the ability to read and listen to information and identify facts and draw conclusions, and the ability to write clearly; **Reasoning** – the ability to apply general rules and specific problems to attain logical answers, and the ability to correctly follow rules to arrange things or actions in a certain order; **Memory** – the ability to store and retrieve facts, details, and other information; **Perceptual Ability** – the ability to quickly and accurately compare letters and numbers presented orally and in written form, and the ability to shift back and forth between two or more sources of information, both written and orally imparted, in performing a task.

The Dispatcher Written Exam is scheduled as specified on the job bulletin in effect at the time of application. This test is qualifying only, and you must obtain a T-Score of at least 50. The Exam will take approximately 3 hours.

P.O.S.T. Examinee Guide:  
[http://lib.post.ca.gov/Publications/dispatcher\\_examinee.pdf](http://lib.post.ca.gov/Publications/dispatcher_examinee.pdf)

*Note: If you have taken the P.O.S.T. Entry-Level Dispatcher Test and received a T-score of 50 or more within 1 year prior to the final filing date, you can waive the written examination requirement by submitting verification of the test date and your T-Score with your application materials.*

### Part II Appraisal Interview

The Appraisal Interview is designed to measure your education, training, experience, and job-related qualifications for the position.

Appraisal interviews are scheduled as specified on the job bulletin in effect at the time of application. Depending on the number of successful candidates, those candidates scoring highest in Part I testing will be invited to interview first.

Candidates successful through Parts I and II will be scheduled for the background investigation screening process, starting with the highest appraisal interview scores.

*A typing test to confirm your listening and keyboarding skills will be administered before the background investigation is conducted.*

### Part III Background Investigation

The background investigation is extensive and will include:

1. Police records check.
2. Thorough review of D.M.V. driving record.
3. Personal History Statement covering inquiries into the following areas:  
<http://lib.post.ca.gov/Publications/2-255-phsDispatchers.doc>
  - a. Personal references
  - b. Employment
  - c. Education
  - d. Financial
  - e. Military
  - f. Residences
  - g. Legal
  - h. Motor Vehicle Operation
4. Interview with the Chief of Police.
5. Conditional Offer of Employment.
6. Psychological Evaluation.
7. Comprehensive Pre-Employment Medical Examination.