



PUBLIC SAFETY DISPATCHER

Definition

Under general supervision, receives 911 system emergency and non-emergency calls; dispatches assignments according to established emergency and Town procedures; performs a variety of technical tasks relative to the assigned functional area; and performs related duties as assigned.

Examples of Typical Job Functions

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives, analyzes, and evaluates 911, Town's emergency and business calls, inquiries, and complaints, fire, ambulance, roads, animal control, maintenance, and transfers calls to appropriate parties or creates a call for dispatch.
- Dispatches Town units, or other staff and equipment to emergency or non-emergency locations.
- Monitors status of public safety units to ensure officer safety and availability for services.
- Operates multiple communications devices and computers concurrently to insure swift and appropriate response to calls, and continuously updates suspect information and deputy locations.
- Maintains efficient records of radio calls and information logs.
- Accesses local, state, and federal criminal justice information systems; operates teletype systems to transmit and receive information.
- Maintains radio contact with various other agencies, including mobile and portable units; recognizes units from other agencies and assists them with Town units or provides requested information.
- Monitors alarms and security systems for businesses, relevant histories and files for emergency contacts.

The Ideal Candidate

Knowledge of:

- Principles, practices, procedures, and terminology used in police, sheriffs, fire, and related emergency radio and telephone communications.
- Basic functions of law enforcement agencies.
- Town and department policies and procedures.
- Proper and effective methods of deploying law enforcement personnel.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for dealing with people of all socio-economic level under hostile and emergency situations.
- Safety practices and precautions pertaining to the work.
- Principles and technique for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Produce a document at a net rate of 40 words per minute.
- Read and interpret maps and other pertinent documentation.
- Observe and accurately recall places, names, descriptive characteristics, and facts of incidents.
- Memorize codes, names, locations, and other detailed information.
- Work under stressful conditions; assess difficult or emergency circumstances; remain calm; make quick, sound, and independent decisions based on facts; and develop, implement, and direct appropriate response strategies.
- Testify in court.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively used computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use tact, initiative, prudence and independent judgement withing general policy, procedural, and legal guidelines.

Education & Experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from the twelfth grade (12th) and one (1) year of general clerical experience involving public contact, preferably in a law enforcement setting.

Licenses & Certifications

- Possession of, or ability to obtain, a P.O.S.T. Basic Dispatcher certification is desirable.

Salary & Incentives

The pay rate for this position is: **\$25.10** to **\$32.04** hourly
\$52,208 to \$66,643 annually

- Entry Level Public Safety Dispatcher - \$5,000 Bonus (\$2,500 at time of hire, \$2,500 at time of successful completion of probation.)
- Lateral Public Safety Dispatcher - \$10,000 Bonus (\$5,000 at time of hire, \$5,000 at successful completion of probationary period.)
- Lateral Public Safety Dispatcher - One-time 80 vacation hours and 80 sick leave hours credited into their leave bank.
- \$1,000 relocation assistance for the Public Safety Dispatcher Applicant who resides 60 or more miles away from the Town, if within 30 days of hire they move to within a 20-mile radius of the Town of Paradise.

Important Application Information

To apply for this opportunity, submit a completed Town of Paradise Application for Employment to the following address:

Town of Paradise - Human Resources Department
ATTN: Public Safety Dispatcher
5555 Skyway
Paradise, CA 95969

Application packets must include the following:

- Town of Paradise Employment Application Form
- Resume and Cover Letter
- Current DMV printout
- Typing Certificate

Visit www.townofparadise.com/jobs for a complete list of Job descriptions, Job Flyers and the Town of Paradise Employment Application Form.