



## Employment Opportunity

### PUBLIC SAFETY

### DISPATCHER

(Non-Exempt)

**Salary: \$4,057—\$4,931 per month**

**Continuous Recruitment**

#### DEFINITION

Under general supervision, receives and transmits emergency radio and telephone communications; dispatches law enforcement, fire, ambulance, and other public safety personnel as needed; monitors emergency alarm systems; enters and retrieves data from computer systems; and other related duties.

#### EXAMPLES OF DUTIES

These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title.

**E=Essential Duty; M=Major Portion of Time)**

- ◆ Receives and classifies incoming phone calls and radio traffic. (E-M)
- ◆ Determines priority of responses and dispatches appropriate public safety units. (E-M)
- ◆ Answers incoming business and emergency calls. (E-M)
- ◆ Takes complaints and requests for information from citizens. (E-M)
- ◆ Responds to inquiries at the public counter after business hours. (E)
- ◆ Operates a teletype system & computer for requesting information to assist officers in dealing with incidents. (E-M)
- ◆ Enters information into centralized record keeping system. (E-M)
- ◆ Confirms outstanding warrants with other agencies. (E)
- ◆ Performs clerical skills such as typing and filing a variety of information. (E)
- ◆ May assist in processing arrestees and monitoring them in a holding cell.
- ◆ May be required to take minor crime reports.
- ◆ Works rotating shifts, including nights, weekends, and holidays. (E)
- ◆ Performs related duties as assigned.

#### KNOWLEDGE AND SKILLS

- ◆ Typing skills at a speed of 35 net words per minute.
- ◆ Good written and verbal skills, using good English grammar and diction.
- ◆ Skill in thinking and acting quickly, calmly, and appropriately in emergency situations.
- ◆ Good interpersonal skills including dealing politely and effectively with citizens who may be emotionally upset, excited, or distraught.
- ◆ Good record keeping and clerical skills, using independent judgment and requiring speed and accuracy.
- ◆ Skill in establishing and maintaining harmonious working relations with department personnel, supervisors, other City employees, and the general public.
- ◆ Working knowledge of modern office equipment, practices, and procedures desirable.
- ◆ Working knowledge of the City of Ukiah, including the location of streets and important buildings desirable.
- ◆ Ability to work rotating shifts and long hours without a break.
- ◆ Ability to sit for long periods of time.
- ◆ Working knowledge of the Penal Code, California Vehicle Code, and Uniform Fire Code desirable.
- ◆ Computer experience desirable.

#### EXPERIENCE and EDUCATION

Graduation from high school and one year clerical and telephone experience or equivalent combination of education and experience. Prior dispatching experience and experience with computers desirable; bilingual –Spanish speaking abilities preferred.

#### NECESSARY SPECIAL REQUIREMENT

Possession of a valid Class C California Driver License.

#### PROBATIONARY

Employees serve a 12-month probationary period. If performance is not satisfactory, an employee may be terminated without cause and recourse during this time.

#### APPLICATION AND EXAMINATION PROCESS

##### Step 1—Applications

**Applications to become a Public Safety Dispatcher are accepted by the City of Ukiah on a continuous basis.**

Submit a completed City of Ukiah application form and all attachments to Human Resources, 300 Seminary Ave, Ukiah, CA 95482. Applications may be downloaded at [www.cityofukiah.com/jobs](http://www.cityofukiah.com/jobs). Incomplete applications will not be accepted. Resumes are encouraged, but cannot be accepted in lieu of an official application. All statements made on applications are subject to investigation and verification. False statements will be cause for disqualification, removal from consideration, or discharge from employment.

##### Step 2—Written Examination

All applicants must pass the written P.O.S.T. “Entry-Level Dispatcher Selection Test Battery” before proceeding in the recruitment. This test may be waived for any applicant possessing a P.O.S.T. Basic Dispatcher Certificate (attach to application). Test Date will be determined. Applicants will be notified by letter of the time and location for testing.

**Testing Guide**—P.O.S.T. offers a testing guide which can be downloaded from their website, [www.post.ca.gov](http://www.post.ca.gov). From the homepage select “Resources”, select “Program Specific Questions”, select “Entry-Level Test Battery”, scroll down to link “3. Is it possible to obtain a copy of the test for review?”

## APPLICATION AND EXAMINATION PROCESS (continued)

### Step 3— Oral Examination and Eligibility List

After successfully passing the written examination, applicants will be eligible to participate in an oral interview to evaluate the applicant's education, training, experience and other job-related qualifications.

An Eligibility List will be established by ranking candidates by their overall score. Applicants must receive a minimum score of 70 on the oral examination in order to be placed on the Eligibility List for the possible final selection interview. The Eligibility List will be used to fill current and future vacancies for a limited period, should they occur.

### Step 4—Background Investigation

After successfully completing the Oral Examination, applicants become eligible to enter the background investigation phase of the process. This phase consists of a thorough background investigation, including police records check, review of driving record information, illegal drug use, personal history statement, and Computerized Voice Stress Analysis test. Prior to appointment, applicants must also pass a Police Chief interview, psychological test and City-paid physical exam.

**Note to Applicants**— You will be required to submit verification of your citizenship or legal right to work in the United States at the time of an offer of employment. Employment will be subject to verification of this requirement.

## BENEFITS

<i>Retirement</i>	CalPERS "Classic" members: 2.7%@55 with employee contributing 8% of pre-tax salary. "New" members: 2%@62 with employee contributing 6.75% of salary. The City of Ukiah does not contribute to Social Security.
<i>Medical</i>	The City pays 100% of the employee's medical, dental and vision coverage and 50% of the cost for dependent coverage.
<i>Vacation, Sick Leave &amp; Holidays</i>	<i>Vacation Leave</i> is accrued at 104 hours per year and increases with City service. <i>Sick Leave</i> is accrued at 96 hours per year with no limit. The City observes 13 <i>holidays</i> each year.
<i>Other Benefits</i>	Other benefits include City-paid membership in an Employee Assistance Program (EAP) for employee and eligible dependents; optional participation in supplemental health coverages through AFLAC, optional participation in pre-taxed Unreimbursed Medical and Dependent Care Assistance programs; optional participation in AIRMED; and optional participation in Employee Credit Union and Deferred Compensation 457 Savings Plans.

## CITY OF UKIAH CORE VALUES

### PROFESSIONALISM

*We demonstrate professionalism through proficiency, reliability, and our drive to make opportunities happen.*

### SERVICE

*We inspire confidence in our organization and our team members by consistently providing exceptional service.*

### TEAMWORK

*We believe in creating an environment that fosters teamwork and processes that support equal opportunity, collaboration, and commitment to common goals.*

### INNOVATION

*We work to discover practical solutions, challenge prevailing assumptions, and create new ideas that prove useful.*

### SAFETY

*We strive to keep our community and our workplace safe and healthy.*

*In accordance with the Immigration Reform Act of 1986, the City must verify, once an employment offer has been made, that all persons have written proof of their right to work in the United States.*

*In accordance with the Americans with Disabilities Act (ADA), if special accommodations are necessary at any stage of the testing process, please notify the Human Resources Department in advance at (707) 463-6244 so your request may be reviewed prior to the occurrence of the test.*

*Application materials are available from:*

**City of Ukiah - Human Resources**

300 Seminary Ave

Ukiah, CA 95482

Phone: (707) 463-6272

[www.cityofukiah.com/jobs](http://www.cityofukiah.com/jobs)

**FINAL FILING DATE: Continuous Recruitment**

**The City of Ukiah is an Equal Opportunity Employer committed to building a diverse workforce.**

*Note: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked.*