



CITY OF SIERRA MADRE
invites applications for the position of:

Dispatcher

SALARY: \$4,095.87 - \$4,978.13 Monthly
\$49,150.40 - \$59,737.60 Annually

OPENING DATE: 11/18/21

DESCRIPTION:

First review of applications: December 23, 2021
Lateral Dispatchers are encouraged to apply.

GENERAL PURPOSE

Under direct supervision, performs emergency dispatching, assists public at the counter, giving and receiving information and directing to proper office.

CLASSIFICATION CHARACTERISTICS

The fundamental reason this classification exists is to receive, evaluate, and process all 9-1-1 calls for police, fire, and medical assistance; or, to operate base radio equipment to dispatch police units on police related incidents.

EXAMPLES OF DUTIES:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Communicates with police units in the field by radio;
- Answers telephones on the Emergency 911 line;
- Places service calls and dispatches police, medical, fire and search and rescue accordingly;
- Completes and maintains a variety of police records;
- Monitors radio and teletype system communications of local, state, and federal agencies;
- Assists public at the counter, giving and receiving information and directing to proper offices, insurance companies, attorneys, etc.; receives and processes overnight parking permits; types clearance letters for citizens;
- Provides information at the counter and on the telephone about vehicle codes, penal code, fire safety, basic law, first aid, and city rules and regulations;
- Maintains a daily log of police activity;
- Logs and serves subpoenas for in-house officers;
- Processes inquiries from officers in the field through Justice Data Interface Controller (JDIC) computer;
- Inputs data into the computer about a stolen or damaged property, stolen vehicles, registered guns, and crime reports;
- Receives complaints and reports and provides the public with information and directions;
- Performs other related duties as required.

TYPICAL QUALIFICATIONS:

Knowledge of:

- California Penal Code, Police Department Operations Orders, Police Department Policy Manual, Sierra Madre Municipal Code, and general Emergency Operations Center Procedures
- Typewriter keyboard and C.A.D. system command codes

Ability to:

- Speak with a clear, well-modulated voice in English by phone and radio dispatching equipment while tactfully communicating with highly emotional callers.
- Operate computer-aided dispatch equipment.
- Comprehend and make inferences from material written in the English language and learns job-related material primarily through oral instruction, observation, and structured lecture.
- Operate a variety of standard office equipment.
- Enter data or information into a terminal, P.C, or other keyboard devices.
- Remain in a sitting position for extended periods of time.
- Work cooperatively with citizens, co-workers, sworn personnel, and other City and agency employees.
- Remain calm and exercise judgment in making decisions in emergency situations under heavy workloads.
- Determine priorities of emergencies.
- Work safely without presenting a direct threat to self or others.
- Work a flexible schedule which may include nights, weekends, and holidays.

Education/Training/Experience:

High school diploma or equivalent required; with the ability to type at least 35 words per minute; or any equivalent combination of training and experience which provides the required skills, knowledge ,and skills.

Licenses; Certificates; Special Requirements:

Must be able to complete the Public Safety Dispatchers' Basic Course satisfactorily. Completion or POST-Entry-Level Dispatcher Selection Test battery with a T-Score Over 40 recommend; Must possess a current American Red Cross certificate in First Aid/CPR/AED for Schools and the Community or obtain within three months of employment.

SUPPLEMENTAL INFORMATION:**DISASTER SERVICE WORKERS**

All City of Sierra Madre employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work in the event of an emergency.

Recruitment Scheduled:

- **This recruitment is continuous and may close at anytime without notice.**
- **January 10, 2022 - Testing Date / POST Exam (tentatively scheduled)**
- **January 25, 2022 - Interview Scheduled (tentatively scheduled)**

Entry Level Dispatcher Selection Battery

The Entry Level Dispatcher Selection Battery written test has been developed and validated by the Commission of Peace Officer Standards and Training (P.O.S.T.). Individuals that have taken the P.O.S.T. Certified written test within the last 12 months may submit their test score for verification, in lieu of taking this written test.

Study guides are available to help candidates prepare for the written test. Copies may be downloaded from the California P.O.S.T. website:

http://lib.post.ca.gov/Publications/dispatcher_examinee.pdf (Download PDF reader)

Equal Opportunity Employer

The City of Sierra Madre is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Sierra Madre will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.cityofsierramadre.com>

Position #201600151
DISPATCHER
RV

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