

**CITY
OF
MERCED**

**Employment Opportunity
for**

**DISPATCHER I
(ENTRY-LEVEL AND LATERAL)**

SALARY: \$3,103.23- \$3,771.99 Month
FINAL FILING DATE: December 20, 2012

Current and future vacancies will be filled from the employment eligibility list for a period of one year from the date of certification by the Personnel Board. Copies of all certifications, transcripts, or licenses required for this position must be attached at the time of application submittal. Incomplete applications will be disqualified. **Note: Applications must be in the Personnel Office by 5:00 p.m. on the filing deadline date or they will not be accepted for any reason. Postmarks are not acceptable.**

THE POSITION

The Dispatcher I learns City Police Department dispatching policies, methods, and procedures; receives emergency and non-emergency calls for service via 911, radio, telephone, and other communications media; dispatches law enforcement, fire, and other public safety personnel and equipment; provides telecommunications support and incident coordination for field units; learns to serve as complaint taker for the City of Merced 911 Public Safety Answering Point; to take police reports for cold calls with no suspect contact, and assists with other non-emergency responsibilities when assigned; performs general office support assignments; does related work as required or assigned. This is a non-sworn position. An incumbent in this position must be willing to help and serve people in need.

This is the entry and first working level in the Dispatcher class series. Incumbents have responsibility for dispatching and maintaining field communications with public safety personnel. Police Dispatcher I's perform many assignments in training and learning capacity. When an incumbent becomes familiar with the Police Department and the dispatching systems and policies and demonstrates good sustained work performance, they may be promoted to the Police Dispatcher II. Work shifts may rotate and mandatory overtime may be required.

Many of the assignments listed below are performed in training and learning capacity with the expectation that an incumbent will develop the capacity to perform the full scope of work with minimal guidance and supervision.

Duties include, but are not limited to, taking emergency and non-emergency calls for police, fire, medical, and other related services over telephone, 911, radio, and other communications media; classifying incidents and establishing dispatch priorities; dispatching police and fire units to public safety incidents; coordinating or transferring requests for emergency and non-emergency medical services with emergency medical dispatchers; coordinating with other agencies as required to assist field personnel in managing and resolving incidents; providing information to support officers and fire fighters in the field using a variety of computerized and manual information systems; providing telecommunications support, using the California Law Enforcement Telecommunications System (CLETS) and other local, regional, and national data bases; transferring calls to other units or agencies as warranted; monitoring and broadcasting on public safety radio channels; entering, updating, modifying, and clearing incident data and other related information into computer-aided dispatching (CAD) system, records management systems (RMS), CLETS and other computer systems and data bases as required; maintaining manual incident cards and logging when

necessary; calling out special teams, and making command and other notifications as required; performing limited communications equipment and work area maintenance; duplicating recordings of radio and telephone communications for court or other purposes; operating communications center equipment, to include, CAD, telephone, radios, computers, FAX machines, printers; preparing police reports for cold calls, and assisting with other public safety duties as directed.

Must have knowledge of the general geography of the City of Merced; public relations methods and techniques; modern office methods and procedures.

Must have the ability to learn the operating policies, procedures, and functions of the police and fire Departments relevant to the position; learn to operate communications center equipment, to include computers, telephones, radio, FAX machines, computer software, and paging equipment; use sound judgment in dispatching personnel and equipment; think clearly and act calmly in emergency situations; read, analyze, and interpret laws, codes, rules, and regulations; evaluate situations and respond appropriately; take and transmit clear and complete directions and information; use a keyboard and computer to enter and extract a variety of data and information; deal tactfully and courteously with the public and other staff; establish and maintain cooperative working relationships.

THE REQUIREMENTS

Education and Experience

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be completion of requirements for graduation from high school and one year of work experience performing a variety of office support assignments in a position requiring considerable public contact.

Special Requirements

Possession of an appropriate California driver's license issued by the Department of Motor Vehicles; type at a rate of 40 words per minute net; completion of POST Basic Dispatcher Course and possession of a POST Dispatcher Certificate must be achieved within 18 months of hire.

Special Instructions

FOR ENTRY-LEVEL APPLICANTS ONLY - AT THE TIME OF APPLICATION, APPLICANTS MUST SUBMIT CERTIFICATION OF THE ABILITY TO TYPE AT 40 WORDS PER MINUTE, CORRECTED. Typing certificates will only be accepted from public/private employment agencies or schools. Certificates must be on business letterhead, obtained **within the last 30 days from date of application.** A typing test may also be given as a condition of employment to verify that applicants can type 40 words per minute net.

Additional Information

The City reserves the right to change or add to any of the above licensing requirements, job duties, or other employment requirements anytime throughout a candidate's employment when required by law, regulation or business necessity.

Smoking and Tobacco Product Use

The City of Merced declares a hiring policy, which disqualifies habitual users of tobacco products from eligibility for employment. Employees hired after January 1, 2006 shall not be permitted to habitually use any tobacco products. Failure to follow this policy will lead to disciplinary action, up to and including dismissal.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Sit for extended periods, generally up to three (3) hours; normal manual dexterity and eye-hand coordination; life and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX as well as radio communication and dispatching equipment. Work is normally performed in an indoors communications center; continuous contact with other staff and the public.

THE EXAMINATION

Application Review-Qualifying Only: Those which meet the minimum qualifications will be submitted to an Application Evaluation Panel to select a limited number of the most qualified candidates to continue in the exam process. The panel's selection will be based upon those applications demonstrating the greatest breadth and depth of applicable training, experience, and education for the position.

Written Examination – Pass/Fail: A job-related written examination will be administered to all candidates meeting minimum qualifications. Candidates must score in the higher percentile bracket to proceed in the employment process. **WRITTEN EXAMINATION DATE: January 8, 2013**

****Written Examination will be waived for Lateral applicants.**

Oral Interview – 100%: The oral board may evaluate such dimensions as decision making, performance under pressure, flexibility, oral communication skills, and problem analysis. The oral board is conducted to evaluate a candidate's training and experience for the position. The panel will decide which candidate(s) are qualified, based on the oral interview. Candidates must score in the higher percentile bracket to qualify for the employment list. Placement on the employment list will be determined by the candidate's final score. Final selection and appointment will be made by the Police Chief and City Manager from the top three candidates on the employment list. **ORAL INTERVIEW DATE TO BE DETERMINED.**

PRE-EMPLOYMENT PROCEDURES

All appointments are contingent upon the successful completion of all parts of a pre-employment check consisting of a medical examination, drug screen, background and/or fingerprint check. Results of the pre-employment check or false statements of material facts may be cause for disqualification, elimination from the employment list or discharge from employment. Employment eligibility verification is required by the Immigration Reform and Control Act of 1986. If you are a U.S. citizen this may be done with a Social Security card and a valid driver's license. You must have these items or other acceptable documents before you can be hired. All new City employees, at time of appointment, are required to sign up for automatic deposit of their payroll check. The City has a Veteran's Preference System that is available in all open competitive recruitments. Please contact the Personnel Office at (209) 385-6822 or e-mail hoytm@cityofmerced.org for a City application or if you have any questions. For Hearing Impaired please call (209) 385-6816.

EXAM I.D. #1981-05-11/19/12

The City is willing to make reasonable accommodation in the application and examination process for individuals with disabilities. Requests for accommodation should be made prior to or at the time of application. In compliance with 24 CFR, 8.54(b), the City does not discriminate in admission or access to, or treatment or employment in its federally assisted programs and activities. In addition, the City extends the prohibition of discrimination on the basis of disability established by Section 504 of the Rehabilitation Act of 1973, as amended, to all activities including those that do not receive Federal financial assistance. Deneen L. Proctor, Director of Support Services, is the designated City employee responsible as the City's Section 504/ADA Coordinator. Concerns or comments shall be addressed to the Coordinator at (209) 385-6839 or at the TTY telephone number indicated above.

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****INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE****