



INVITES APPLICATIONS FOR

COMMUNICATIONS DISPATCHER

SALARY: Varies

DEFINITION: Under general supervision, receives requests for fire/law enforcement services and dispatches units via radio; maintains contact with department personnel in the field and stations; provides general phone reception for the City; and performs related duties as required.

DESIRABLE

QUALIFICATIONS: Able to perform multiple tasks at the same time; speak clearly over telephone and radio; communicate with people in emergencies; remain calm and in control at all times; control situations involving irate and emotionally distraught persons; work under stressful conditions; deal with the public in a courteous manner; communicate with people of different backgrounds and with different communication abilities; learn and follow detailed written and verbal procedural directions; select appropriate course of action based upon the information available; recall details and record them quickly, accurately, and completely; maintain confidentiality; disseminate information quickly and accurately; sort and file documents; formulate and ask questions to get needed information; work independently; use a computer. The ideal candidate has knowledge of techniques for communicating with people in distress; record keeping and filing procedures; use of reference books; basic law enforcement terms and radio codes; questions to ask to determine nature of call and of emergency; geography and boundaries of service areas; procedure for operation of NCIC, CJIS and related information systems.

REPRESENTATIVE

DUTIES: Receives requests for fire and police service over the phone; screens incoming calls to determine necessity, priority, and type of response required; monitors other radio frequencies to be aware of incidents elsewhere that may affect city police operations; dispatches police and/or fire units in response to calls for service or requests from officers in the field; uses law enforcement terminology and cites Code sections by number; calls public and private agencies to request mutual assistance when necessary; keeps track of fire and police unit locations and status; maintains constant radio communications with personnel in the field; runs warrant checks on subjects, registration checks on vehicles, and property checks using the California Law Enforcement Telecommunication System, or "C.L.E.T.S."; relays information and instructions to personnel in the field; maintains log of incoming service requests and actions taken; may take criminal reports over the phone; compiles statistical reports; prepares other reports and records as directed; maintains files necessary for dispatch

(OVER)

(CONTINUED)

as assigned; enters data into computer system; may testify in court; provides general information to the public; as necessary, refers callers to appropriate agencies; acts as central reception for the city by relaying calls to appropriate department, division, and/or person; may occasionally perform routine clerical work such as assisting with citation processing, as well as routine typing or report preparation; and may perform matron duties.

SPECIAL

REQUIREMENTS: Must have earned a high school diploma, or equivalent, and have one year of experience in public contact work including receipt and referral of a significant volume of requests and telephone communications or any combination of training and experience that provides the desired knowledge and abilities. **Possession of and ability to maintain a valid California Driver's License may be required. A typing certificate with a minimum operation rate of 45 net wpm must be submitted with a completed City of Porterville Application with Conviction Inquiry. The certificate must be obtained through an accredited facility, trade school, or temporary job placement agency and be valid within the last six (6) months. (Certificates obtained online will not be accepted.)**

SELECTION:

Screening will consist of a competitive assessment of relevant education, training and work experience to be followed by a written examination and/or an interview before an Oral Board to determine the most qualified candidates. **Applicants meeting the minimum qualifications are not guaranteed advancement to an interview, and the decision of the screening committee is final.** Those candidates who are determined eligible for appointment to the position will be placed on the City's Certified Eligibility List. Applicants will receive written notification regarding the results of all phases of the recruitment process up to the establishment of the Eligibility List, if applicable. The City reserves the right to alter the testing process, as needed, without notice.

TO APPLY:

Submit an application and evidence of qualifications online at www.ci.porterville.ca.us or submit a completed City of Porterville Employment Application Form with Conviction Inquiry (a resume may be included, but does not substitute for a completed application), together with any materials required to accompany application if noticed in this announcement, to the Human Resources Office, City of Porterville, 291 N Main St, Porterville, CA 93257. **Applications and supporting documentation are accepted on a continuous basis and will be reviewed as needed.**

SPECIAL

CONDITION:

Prior to appointment to the position of Communications Dispatcher, candidates must pass an extensive background investigation, fingerprint check, physical examination and drug screen.

The City of Porterville is an equal opportunity employer (EEO) and is compliant with the Americans with Disabilities Act (ADA). If you believe you need accommodation under the ADA in the testing process for any position for which you intend to apply, please contact the Human Resources Division at (559) 782-7441 to request such accommodation.

