



CITY OF SAN DIEGO
EMPLOYMENT OPPORTUNITY

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#T1782 POLICE DISPATCHER

***SALARY: \$3459 to \$4171, Monthly**

APPLY: FIRST DATE: August 8, 1997

LAST DATE: Open

Prompt application is encouraged. Immediate vacancies may be filled when sufficient applicants have been processed. Later applicants will be eligible for employment consideration as future positions MAY become available. NOTE: Based upon the number of applications received, this application filing period may **close within five days.**

NOTES:

1. Salary includes 5% night differential.
2. Individuals who have a California P.O.S.T. Basic Dispatcher Course Certificate will receive 5% additional pay.
3. The Police Communications Center is in operation 24 hours a day, seven days a week. There are five shifts staffing the center day, evening, and night - 10 hours per shift, 4 days a week, with 3 consecutive days off. Dispatchers may be rotated to a different shift every four months.
4. Possible promotional career opportunities include Police Lead Dispatcher and Police Dispatch Supervisor.

REQUIREMENTS: You must meet the following requirements on the date you apply, unless otherwise indicated.

EXPERIENCE:

1) One year of full time experience as a Radio Dispatcher in public safety OR as an FAA Air Traffic Controller. **NOTE: Experience as a Dispatcher for taxis, buses, tow trucks, private security systems, paging services, automobile clubs, or military radio communications is NOT qualifying for this position.**

-AND-

2) The equivalent of one year of full-time experience performing computer data entry and retrieval tasks. This computer experience may be in addition to or included within your Dispatcher or Air Traffic Controller experience. Experience using windows-based applications is highly desirable. NOTE: Computer course work may substitute for some or all of the data entry and retrieval experience as follows: (1 month = 2.5 semester units or 3.75 quarter units; 1 semester unit = 1.5 quarter units).

TYPING SKILLS: An ORIGINAL typing certificate indicating the ability to type at a corrected speed of 40 words per minute on a typewriter or computer keyboard must be submitted with your application. **Photocopies will NOT be accepted.** The certificate must be issued under International Typing Contest Rules and specify the net and gross speed, the number of errors and that the test was five minutes or longer. Certificates specifying more than five errors will not be accepted. **Individuals who are serving or have served in City of San Diego job classifications which meet or exceed the minimum typing requirements need not submit a typing certificate.** NOTE: If you deliver your application and original typing certificate **in person**, your typing speed data will be recorded by Personnel Department staff and returned to you at that time. If you **mail** your application and original typing certificate and want to have the certificate returned to you, you must submit a self-addressed stamped envelope, with correct postage, with your application.

Typing tests are given at, but you are not limited to, the following locations: (Call individual centers for further information.)

Centre City / Skills Center:	(619) 388-4600	Mid-City Center:	(619) 388-4500
Cesar Chavez Center:	(619) 230-2895	North City Center:	(858) 627-2545
Educational Cultural Complex:	(619) 388-4881	The West City Center:	(619) 221-6973

THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • "WORKING HARD TO KEEP SAN DIEGO WORKING"

The City of San Diego has an active Equal Opportunity Program for employment and vigorously supports diversity in the workplace. Applicants with disabilities who require special testing arrangements may call (619) 236-6358. This information is available in alternative formats for persons with disabilities can call (619) 236-6467 or for TT (619) 236-6776.

HOW TO APPLY: Submit a completed **DATA ENTRY FORM** and **APPLICATION/SUPPLEMENT (the original and ONE copy, including any attachments)** for this position. Your Application/Supplement will be made available to the hiring department(s). Please submit requested materials only.

THE SCREENING PROCESS: will consist of the following:

1. **APPLICATION:** All properly completed applications will be evaluated for applicable education, experience, and/or training. Only those applicants whose qualifications meet the position requirements will be approved to continue in the screening process.
2. **WRITTEN TEST:** All qualified applicants will be invited to participate in a Written Test which may include, but is not limited to, the following factors: **Verbal Ability:** the ability to read passages and listen to orally imparted information and retrieve facts, draw conclusions, and derive meaning; the ability to use language to convey information clearly in writing; **Reasoning Ability:** the ability to apply general rules to specific problems to attain logical answers; the ability to correctly follow a given rule or set of rules to arrange things or actions in a certain order; **Memory Ability:** the ability to store and retrieve facts, details, and other information; **Perceptual Ability:** the ability to quickly and accurately compare letters and numbers presented orally and in written form; the ability to shift back and forth between two or more sources of information, both written and orally imparted, in performing a task or set of tasks **QUALIFYING ONLY.**

Written Test Notification: Applicants will be notified by mail regarding the date, time, and location of the Written Test.

WRITTEN TEST WAIVER: If you meet one of the following conditions you will NOT be required to take the Written Test.

To waive the written test you must satisfy one of the following conditions, check the appropriate box in the Test Waiver Section of your application, and attach the required documentation.

1. Possession of a Public Safety Dispatcher's Basic Course Certificate. A copy of the certificate must be attached to the application. OR
2. Have previously passed any of the following examinations: #T1782 Police Dispatcher; #T1771 or #T2253 911 Emergency Dispatcher (Dispatcher I); or #T1772 or #T2254 911 Emergency Bilingual Dispatcher (Dispatcher I-Bilingual) A copy of your Notice of Qualifications/Test Results must be attached to the application. OR
3. Have previously passed the POST Entry Level Dispatcher Test administered by another agency within the State of California with a score that meets the standard established by the City of San Diego. A copy of your Test Results must be attached to the application.

DUTIES: THIS JOB REQUIRES MULTI-TASKING SKILLS AND THE ABILITY TO MAKE QUICK DECISIONS.

Police Dispatchers operate a Computer Aided Dispatch radio console to monitor an assigned radio frequency to identify the status of Police field units. Each Police Dispatcher is responsible for an average of 35 field units at any one time. Duties include dispatching emergency field units by radio voice communication to crime scenes and/or to provide aid and assistance; determining the relative priority for each incident and the needed response for situations ranging from minor vehicle accidents to high speed chases and homicides; updating incident information by typing on a computer console keyboard and broadcasting radio messages to field units during emergencies.

ELIGIBLE LIST: Candidates who are successful in all parts of the screening process described above will be placed on a **one category** eligible list which will be used to fill position vacancies during the next **two years**. Category placement will be based on each candidate's final score as follows: **CATEGORY 1:** 70 and above. For each vacancy, candidates may be contacted by the hiring department for an interview.

PRE-EMPLOYMENT REQUIREMENTS: Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which **may** include, but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; background investigation; polygraph examination; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice and the Federal Bureau of Investigation for a conviction record report. All of these processes must be successfully completed before employment begins. **Note:** Misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification or termination of employment.

APPLICANT INFORMATION

APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

FALSIFICATION: Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history, may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

The provisions of this bulletin do not constitute an expressed or implied contract.

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