

**CITY OF SAN DIEGO
EMPLOYMENT OPPORTUNITY**

Page 1 of 3

#T2253 - 911 EMERGENCY DISPATCHER *(Dispatcher I)*

SALARY: \$2454 to \$2959, Monthly

#T2254 - 911 EMERGENCY BILINGUAL DISPATCHER (ENGLISH/SPANISH) *(Dispatcher I - Bilingual)*

SALARY: \$2576 to \$3080, Monthly

APPLY: **FIRST DATE:** October 12, 2001

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. Dispatchers assigned as 911 Operators in the Police Department Phone Room will receive 5% additional salary as special assignment pay.
2. The above 911 Emergency Bilingual Dispatcher salaries include additional pay for use of bilingual skills.
3. 5% additional salary may be paid when an extended period of night or unusual shift work is required.
4. For positions in the Police Department, selected candidates will undergo a comprehensive character and background investigation including a polygraph (lie detector) examination and fingerprint check prior to hire.
5. Initially, dispatchers will typically be assigned to the night or weekend shift.
6. A paid training program on telephone and/or radio dispatching will be provided after hire.
7. **Successful applicants will also be considered for any vacant positions in the Communications Division of the Information Technology and Communications Department. These positions do not respond to 911 emergency calls.**

REQUIREMENTS: For each position, you must meet the requirement(s) listed below on the date you apply, unless otherwise indicated.

EXPERIENCE: One year of full-time experience performing tasks in one or more of the following areas:

Clerical Experience involving computer data entry; typing; dispatching; telephone or switchboard operations; or court reporting.
NOT QUALIFYING: Duties strictly related to cashiering and/or sales work.

Public Information Experience involving acting as a liaison; responding to complaints on a one-on-one basis; discussing or providing information on specific cases or actions; counseling; referring individuals to the appropriate individual or agency for problem resolution. **NOT QUALIFYING:** Duties strictly related to teaching groups and/or food service.

Verbal Radio Communications Experience involving radio dispatching; air or harbor traffic control; or ship-to-shore communication. **NOT QUALIFYING:** Repair and/or maintenance of radio equipment.

Law Enforcement/Public Safety Emergency Response Experience involving communications with a dispatcher; using a two-way radio to exchange information; entering and analyzing data using data processing systems; interpreting and applying public safety laws, policies and procedures; or responding to a wide variety of calls for service including high stress and/or public safety emergency situations. **NOT QUALIFYING:** Detection of problem situations which are only reported and not personally acted upon and/or security patrol of a single building.

NOTE: The percentage of time spent on **qualifying** tasks for all your jobs will be totaled to determine if you meet the one year experience requirement. For additional information regarding qualifying and non-qualifying tasks, please refer to the Application/Supplement.

#T2253 - 911 EMERGENCY DISPATCHER (*Dispatcher I*)

#T2254 - 911 EMERGENCY BILINGUAL DISPATCHER (ENGLISH-SPANISH) (*Dispatcher I - Bilingual*)

Page 2 of 3

TYPING SKILLS: An **ORIGINAL** typing certificate indicating the ability to type at a corrected speed of 30 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

REQUIRED FOR 911 EMERGENCY BILINGUAL DISPATCHER APPLICANTS ONLY: Bilingual skills sufficient to speak fluently in English and Spanish. Prior to appointment to bilingual positions receiving bilingual pay, candidates must pass a conversational test to assess English/Spanish proficiency. Candidates who fail this bilingual test may still be eligible for positions that are NOT bilingual if the 911 Emergency Dispatcher box was marked on their application.

DUTIES: **In the Police and Fire and Life Safety Services Departments,** Dispatchers work on a Computer Aided Dispatch (CAD) system. Dispatchers are the primary answering point for all 911 and nonemergency phone calls from within the City of San Diego. Dispatchers must determine the nature and extent of the request, the priority of the problem and the need for dispatching police, fire or medical field units. The appropriate information is entered into the CAD systems and transmitted to a radio dispatcher.

In the Police Department, Dispatchers work 10 hours per shift, 4 days per week, with 3 consecutive days off. The Communication Centers in all departments are in operation 24 hours a day, seven days a week, with various shifts (day, evening, and night) staffing each center. Dispatchers will be rotated to different shifts on a periodic basis. Dispatchers may answer 50-170 calls a day and are required to sit for long periods of time. Please refer to the last page of the job bulletin for a more detailed description of typical dispatcher duties and working conditions.

In the Communications Division of the Information Technology and Communications Department, Dispatchers receive incoming phone calls and operate radio communications equipment to dispatch and coordinate various City units involved in servicing, maintaining or repairing City property, services or facilities.

HOW TO APPLY: Submit a completed **DATA ENTRY FORM** and **APPLICATION/SUPPLEMENT (including any attachments)** for the position(s). Please check all positions listed on your application for which you want to apply. On the Data Entry Form you should record only one position; any additional positions you have checked on your application will be automatically added to your file. Your Application/Supplement will be made available to the hiring department(s). Please submit requested materials **only**.

#T2253 - 911 EMERGENCY DISPATCHER (*Dispatcher I*)

#T2254 - 911 EMERGENCY BILINGUAL DISPATCHER (ENGLISH-SPANISH) (*Dispatcher I - Bilingual*)

Page 3 of 3

THE SCREENING PROCESS will consist of the following:

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.

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.

RE-EXAMINATION ELIGIBILITY: If you fail the Written Test (#T2253/#T2254) you may reapply to be retested six months after the date of your most recent application for this examination, provided we are still accepting applications.

WRITTEN TEST WAIVER: Candidates who meet one of the following conditions may request a waiver of the Written Test by submitting a special waiver application, provided that this recruitment is open and we are still accepting applications for the position(s).

1. You possess a California Public Safety Dispatcher's Basic Course Certificate and have completed probation as a Dispatcher. A copy of the Certificate must be attached to the application -OR-
2. You have previously passed any of the following examinations: #T1771 or #T2253 911 Emergency Dispatcher (Dispatcher I); #T1772 or #T2254 911 Emergency Bilingual Dispatcher (Dispatcher I- Bilingual); or #T1782 Police Dispatcher. A copy of your Notice of Qualification/Test Results must be attached to the application. -OR-
- *3. You 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.

ELIGIBLE LIST: Separate eligible lists will be established for **911 Emergency Dispatcher (*Dispatcher I*) and 911 Emergency Bilingual Dispatcher (*Dispatcher I - Bilingual*)**. Candidates who are successful in all parts of the screening process described above will be placed on the respective **one category** eligible lists(s) which will be used to fill position vacancies during the next **one year**. Category placement will be based on each candidate's final score as follows: **CATEGORY 1: 70 and above**. For each vacancy, candidates from the corresponding list **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.