

San Diego Police Department
Communications Division



DISPATCHER CAREER INFORMATION

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SDPD Recruiting: www.joinsdpdnow.com
City of San Diego Personnel Department: www.sandiego.gov/empopp

*This information is available in alternate formats upon request.

COMMUNICATIONS DIVISION OVERVIEW

The San Diego Police Department's Communications Division is the nerve center of the Department, making it the first contact most people will have when calling for assistance.

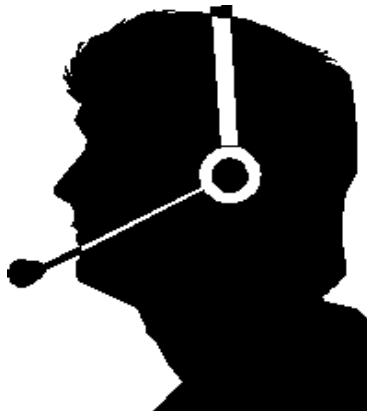
Communications Division Phone Dispatchers receive approximately 680 hours of training. This training includes Criminal and Civil law, Vehicle/Municipal/Penal Codes, Department and Division Policies and Procedures, Computer Aided Dispatch (CAD) System, Elements of Crimes and the Type Codes used to identify them. The training includes a sixteen day (160 hour) dispatcher class taught by one of our senior dispatchers. In addition to that, approximately forty more days (400 hours) of on-the-job training and a three week (120 hour) Basic Dispatch Academy, all of which enables dispatchers to receive their P.O.S.T. Certification within the first year.

Radio Dispatchers receive 680 hours of phone training plus an additional 800 hours of radio training. During this period they will learn to work six (6) operational radio frequencies and an inquiry frequency.

The Communications Division consists of a Receptionist/Payroll Clerk, 911 Emergency Dispatchers, Police Dispatchers, Police Lead Dispatchers, Dispatch Supervisors, Dispatch Administrators and is led by the civilian commanding officer or Program Manager.

In 2010 the Communications Division received 1,216,643 calls, which resulted in over 644,000 calls for dispatch. The San Diego Police Department is the Public Safety Answering Point (PSAP) for the City's 911 system. In 2010, over 520,000 calls came in on our 911 system.

A career with a Community Oriented Law Enforcement Agency can be yours if you want a profession that is challenging and exciting! Apply for a Dispatcher position with the San Diego Police Department today!



APPLICATION, TESTING AND SELECTION PROCESS

During an open recruitment period, applications can be obtained through the City of San Diego Personnel Department, SDPD Headquarters (Downtown).

911 Emergency Dispatcher (phone) and **Police Dispatcher** (radio) applicants will be required to take the CritiCall Exam. One (1) week following the exam, the City of San Diego Personnel Department will notify applicants if they passed.

The exam may include:

Data Entry: the ability to read written data and accurately enter that data using a keyboard.

Data Entry (Audio): the ability to hear audible data and accurately enter that data using a keyboard.

Call Summarization 1: the ability to hear, comprehend, and summarize audible information.

Call Summarization 2: the ability to hear and comprehend audible information while accurately entering that information using a keyboard, and to subsequently use that information.

Cross Referencing: the ability to locate information, requested in writing, on a written list and to correctly/accurately respond using a keyboard.

Cross Referencing (Audio): the ability to locate information, requested audibly, on a written list and to correctly/accurately respond using a keyboard.

Character Comparison: the ability to compare and contrast written data.

Memory Recall: the ability to learn and later recognize associated information.

Memory Recall-Numeric (Audio): the ability to hear data (number sequences), memorize it, and then use a keyboard to accurately enter the data.

Prioritization: the ability to evaluate and analyze information in order to prioritize or categorize incidents.

Map Reading: the ability to use maps for determining routes and locations.

Spelling: the ability to correctly spell words according to the context in which they are being used (i.e., homonyms).

Sentence Clarity: the ability to select the written passage that is the most clearly written.

Reading Comprehension: the ability to read and comprehend written passages.

Decision Making: the ability to make decisions quickly and accurately and to correctly signal the response using a computer.

The CritiCall exam is a “qualifying” exam -- in other words, a **pass/fail exam**. After completing the exam, applicants who pass are placed on an eligibility list for up to one year and will be asked to complete a pre-investigative questionnaire. When positions become available, successful applicants will be offered the opportunity to be interviewed.

911 Emergency Dispatcher I and Police Dispatcher requirements:

- 17 years old with a high school diploma **“OR”**
- 18 years old with **either** a high school diploma or G.E.D.
- Have the legal right to work in the United States.
- Must pass “CritiCall” (entry level exam).

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants who require special testing accommodations may call (619) 236-6358.

A felony conviction of any kind or any Domestic Violence conviction would automatically disqualify an applicant for either position. The applicant must not be on parole or probation or have ANY pending court action.

LENGTH OF TRAINING

Phone Training:

- 160 hours Basic Dispatcher Class
 - 400 hours Hands On Training
 - 120 hours Dispatch Academy
- = 680 Total training hours**

Phone Trainees, upon completion of formal training, will be administratively assigned to a watch for the remainder of that shift and for up to two more shifts before becoming eligible to participate in the Seniority System for shift selection.

Radio Training:

- 680 hours Phone Dispatcher Training
 - 800 hours Radio Dispatcher Training
- = 1,480 Total training hours**

Radio Trainees, upon completion of formal training, will be administratively assigned to a watch rotation until they have one year as a Police Dispatcher, and are then eligible to participate in the Point/Bump System for shift selection.



SDPD DISPATCHERS SALARY AND BENEFITS

CLASSIFICATION	HOURLY	BI-WEEKLY	ANNUALLY
DISPATCHER I (911)	*\$16.36-19.72	\$1,308.80-1577.60	\$34,028.80-41,017.60
DISPATCHER II (911)	*\$18.00-21.72	\$1440.00-1737.60	\$37,440.00-45,177.60
POLICE DISPATCHER	*\$21.75-26.22	\$1740.00-2097.60	\$45,240.00-54,537.60

*SALARY LISTED ABOVE DOES NOT INCLUDE **5% SHIFT DIFFERENTIAL**,
5% "POST CERTIFICATION" PAY OR **5% 911 PAY (Dispatcher I and II only)**

SHIFT DIFFERENTIAL	5% - Must work at least one night shift a year
POST CERTIFICATION PAY	5% - After completion of 3 week P.O.S.T. Academy.
911 PAY	5% - For Dispatcher I and II only.
TUITION REIMBURSEMENT	\$1000 a year.
BILINGUAL PAY	Additional \$0.70 per hour (approx. \$1456/year).
TRAINING (C.T.O.) PAY	Additional \$0.90 per hour, while training.
FLEXIBLE BENEFITS	A pre-determined dollar amount is given to each employee To spend "cafeteria style" on medical, dental, vision & life insurance for self and family

10 PAID HOLIDAYS A YEAR PLUS 1 FLOATING HOLIDAY.

3 WEEKS PAID ANNUAL LEAVE PER YEAR FOR FIRST 5 YEARS OF SERVICE.

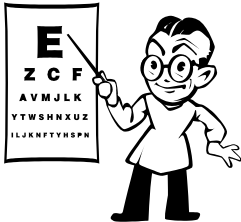
4 WEEKS PAID ANNUAL LEAVE PER YEAR AFTER 5 YEARS OF SERVICE.

5 WEEKS PAID ANNUAL LEAVE PER YEAR AFTER 15 YEARS OF SERVICE.



FLEXIBLE BENEFITS (part-time not eligible)

The City of San Diego offers a “cafeteria style” benefit package. At the beginning of each fiscal year (July 1), the City allots their employees a sum of money to spend on benefits. The employee must choose a primary health care provider from the ones offered (or prove coverage elsewhere) and must also choose a life insurance policy. Beyond this mandatory insurance policy, the employee may choose to allocate more flex dollars and purchase additional insurance from a variety of universal and portable term policies offered. Once the health and life insurances are selected, the employee is provided with a variety of options to allocate the remainder of their flex dollars. There are dental plans, vision plans and 401(k) retirement benefits, just to name a few.

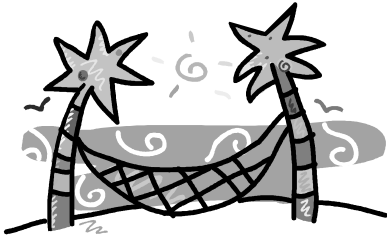


RETIREMENT

City employees do not participate in the Social Security System. SDCERS, San Diego City Employee Retirement System offers the Opportunity to save towards retirement. See SDCERS website, www.sdcers.org, for more information.

The City offers 401(k) and deferred compensation plans which allow employees the opportunity to supplement their retirement savings with pre-tax earnings.

City employees may construct their own investment portfolio choosing from several different plans. The plans allow employees to divide their funds among securities of different industries or different classes ranging from the conservative to the aggressive.



CITY OF SAN DIEGO**SUPPLEMENTAL JOB INFORMATION****911 EMERGENCY DISPATCHER (Dispatcher I)
911 EMERGENCY BILINGUAL DISPATCHER (Dispatcher I-Bilingual: English/Spanish)**

A career as a Dispatcher offers many satisfying and rewarding opportunities to help others and make a sufficient contribution to public safety. This challenging, fast-paced work requires quick thinking and problem solving abilities, and excellent public relations skills.

The job, however, also has some demands that you may find less appealing. The factors listed below describe aspects of the job of which you may not be aware. It is important that you consider these conditions before you accept employment in this job classification. This information is not to discourage you from seeking employment in this capacity. It is presented only to help you decide if this would be a good career choice for you.

1. There will be times that you will be unable to leave your work station for long periods during your shift. Therefore, you must be able to work in a confined area for your entire shift. You may be required to wear a headset.
2. The Police and Fire Rescue Departments have been described as “paramilitary” work environments. Individuals hired to work in these departments will be required to work through a structured “chain of command”.
3. You may be required to change your work shift (includes weekends, nights and holidays) and/or cancel days off or holiday plans on short notice. There may be times when you will be mandated to work overtime.
4. You must respond courteously, calmly, and effectively to telephone calls when someone is rude, drunk, irrational, difficult to understand, confused, using obscene language, and/or screaming at you. You must also be able to respond to calls when a violent or highly emotional situation is taking place.
5. For some positions, you may be required to pass a thorough background check, which will include both personal and professional references. Professional references may focus on your suitability for this work, including your ability to deal with stressful situations. Personal references may include evaluations of your honesty and integrity, and will include arrest records, credit history, and use of controlled substances.

Revised 01/11 JM

San Diego Police Department Communications Division

Frequently Asked Questions

- 1) **What are the minimum age requirements for Police 911 Dispatchers and Police Dispatchers?** Both Police 911 Dispatchers (Call Takers) and Police Dispatchers (Radio Dispatchers) must be 17 years old with a high school diploma or 18 years old with either a high school diploma or G.E.D. equivalent at the time of application.

Police 911 Dispatchers and Police Dispatchers are qualified by different acceptable levels of performance in each module of the CritiCall exam.
- 2) **Where do I obtain an application?** Applications may be obtained at the City of San Diego Personnel Office located at 1200 3rd Ave., Suite 100, San Diego, CA 92101. Applications may be picked up Monday – Friday, between 8:00 a.m.–5:00 p.m.
- 3) **What types of questions are on the exam?** The CritiCall exam is a simulation of a dispatching environment administered on a computer. There are 15 modules on the exam, some of which are timed. This exam helps to evaluate the knowledge, skills and abilities of each candidate necessary for success in the dispatching field. You will have 2 ½ hours to complete the exam.
- 4) **How often is the CritiCall exam offered?** The frequency of the exam will depend on the needs of various City departments. Generally speaking, it is offered approximately eight (8) times per year.
- 5) **When will I find out if I was successful in passing the exam?** The City of San Diego Personnel Department will mail you your results typically within one (1) week.
- 6) **What will disqualify an applicant during a background check?** Any felony conviction as an adult or juvenile; any domestic violence conviction; or use of any illegal drugs in the past 3 years will automatically disqualify an applicant.
- 7) **What if my juvenile records are sealed?** Even if a juvenile record has been sealed, any felony conviction is still disqualifying. Applicants must disclose all arrests and convictions.
- 8) **What about drug use, traffic citations or arrest records?** Recent use of marijuana or any illicit narcotics is not permitted. In some instances, excessive traffic violations may be cause for disqualification.
- 9) **If I have a background check done with another agency or have a top secret clearance in the military, will SDPD still do a background check?** Yes. The SDPD Backgrounds Unit will conduct a thorough background investigation on every applicant who submits a personal history packet.
- 10) **Is there a faster process for out of state applicants?** Out of state applicants will be required to travel to San Diego for a minimum of two (2) to three (3) separate trips at their expense to go

through the hiring process. The first trip would be to take the test; however, you will receive your test results on the test day and if you have passed, you will be interviewed. If selected, you will start the background process that same day. You will need to come back a second time to meet with your background investigator, take a polygraph exam and be fingerprinted. A third trip will be needed for the medical exam. The entire process can take four (4) to six (6) months.

- 11) **How do I apply as an out of state applicant?** An application may be obtained from the City of San Diego Personnel Department by sending a 9”X11” self-addressed stamped envelope (with \$1.22 postage) to 1200 3rd Avenue Suite 101A, San Diego, CA 92101, and writing “Police 911 Dispatcher” or “Police Dispatcher” on the bottom left hand corner of the envelope. You can also call the **Communications Recruiter, Jeff Monis, at (619)533-5789.**
- 12) **Where is the San Diego Police Communications Division located?** San Diego Police Department, Communications Division, 1401 Broadway, San Diego, CA 92101 (downtown San Diego).
- 13) **How long does the hiring process take?** From the time you take the exam to when a job offer may be extended varies from person to person. Generally, the process takes approximately five(5) to eight(8) months. There are no alternatives to expedite the process.
- 14) **How long is the training for Police 911 and Police Dispatchers?** Total training time for Police 911 Dispatchers is approximately 680 hours. This includes “in house” classroom training and hands on phone training. Total training time for Police Dispatchers is approximately 1,480 hours. This includes the classroom training, phone room training (required) and hands on radio training. Within a year of being hired and after successfully completing “in house” training, both Police 911 and Police Dispatchers will attend a P.O.S.T. (Peace Officers Standards and Training) Basic Dispatch Academy for P.O.S.T. certification.
- 15) **What is the salary range for new dispatchers?** Police 911 Dispatchers start at \$16.36/hour. This does not include 5% 911 pay or 5% shift differential. Bilingual dispatchers receive an additional \$.70/hour. Police Dispatchers start at \$21.75/hour. This does not include 5% shift differential. This position does not qualify for the 5% 911 or bilingual pay. Both positions qualify for the 5% P.O.S.T. certification pay once the employee has completed the Basic Dispatch Academy.
- 16) **What medical benefits are available?** The City of San Diego offers a “cafeteria style” benefits plan to permanent employees. Permanent employees are allotted an annual dollar amount (aka FLEX dollars) for individual and family medical, dental and vision plans. Depending on the employee’s selections, these “FLEX dollars” can be supplemented by employee bi-weekly payroll deductions to cover the total cost of the benefits.
- 17) **What about vacation and sick time benefits?** Full-time dispatchers receive leave time (used for vacation and sick leave) each pay period depending on their length of service.
- 18) **What other benefits are offered?** The City of San Diego offers tax deferred savings plans and life insurance.
- 19) **Is there a minimum time commitment once I get hired?** No.