

Shasta Area Safety Communications Agency (SHASCOM)

Career Opportunities as

PUBLIC SAFETY DISPATCHER

Positions are Promotional

\$25,958 - \$33,446 annual PSDI (Entry Level) ~ 5 steps

\$35,110 – \$44,803 annual PSDII ~ 6 steps



SHASCOM is offering an open testing for the position of Public Safety Dispatcher I (entry level). The scheduled dates are May 13th and 15th, 2010. If you would like to take the test, you must complete SHASCOM's employment application and return it to SHASCOM by **Friday, April 30, 2010, at 4:00 PM**. Applicants who meet SHASCOM's minimum requirements will be invited by mail to take the test.

THE POSITION

Class Purpose

Under direct supervision, answers and processes incoming emergency requests, enters information in prescribed format into the Agency's computer aided dispatch (CAD) telecommunications system; receives general training in 9-1-1 public safety dispatching.

Typical Duties

Answers the telephone and receives emergency, non-emergency and 9-1-1 requests for assistance; evaluates the information and creates a CAD system event or transfers the call to the proper emergency service provider, or provides information and instructions to the caller.

Receives structured classroom and on-the-job training to increase the level of competence to that of a journey-level public safety dispatcher, such as:

- Operate a Computer Aided Dispatch System, video display terminals, and associated equipment.
- Maintain familiarity with major roads, streets, areas, industrial and public facilities within Agency boundaries.

- Perform radio dispatching duties that meet standards of performance.
- May dispatch police, sheriff, fire and ambulances and other personnel on both routine and emergency calls.
- May assist in the training of employees.
- Determine and report the need for equipment repairs.

Minimum Employment Standards

You must be 18 years of age, have a High School diploma or equivalent, and have no felony convictions.

BENEFITS

Excellent benefit package includes:

- PERS 2% at 55, medical, dental, vision and Life
- Attendance and Retention bonuses
- The agency does not participate in Social Security: all employees pay 1.4% for Medicare and 1.18% for SDI.
- Shift differential is paid at 5% for graveyard shift.
- Employees may receive training officer pay at 5% when qualified.

MINIMUM QUALIFICATIONS

You must have the ability to:

- Read, write, spell and speak in clear and concise English
- Learn correct telephone answering techniques, policies and procedures
- Learn correct public safety dispatching techniques, policies and procedures
- Follow oral and written instructions
- Deal tactfully with the public and others
- Work in a confined area and wear a radio headset
- Remain calm during emergencies and to obtain relevant information from callers who are in stressful situations
- Learn to accurately enter information in the computer system while simultaneously receiving information by telephone and radio
- Pass an intensive police background investigation which will include DMV driving record, financial history, employment history, education and training, illegal conduct (drug use, etc.), personal references
- Learn and interpret maps
- Learn radio and other codes used in the creation of computer-aided calls for dispatch
- Type at not less than 35 words per minute from clear text
- Attend all scheduled work periods including assigned overtime when needed
- Work a rotating schedule outside of normal business hours that includes weekends, holidays and nights and overtime

COMPETENCY, KNOWLEDGE, SKILLS AND ABILITIES

You must have:

- Knowledge of Agency emergency telephone answering and law enforcement or other dispatching policies and procedures

- Knowledge of primary roads, streets, highways, areas, major buildings and public facilities within the Agencies boundaries
- Ability to effectively perform emergency telephone answering and processing duties
- Ability to perform as a journey-level dispatcher

HIRING PROCESS

From the date of the test to the date of hire is approximately 4 months. During that time, the applicant will have to pass:

- The POST Dispatcher test
- A 3-member oral board
- A complete police background investigation
- Selection by the Director to move to the final phase
- A medical screening
- Psychological exam
- A drug screening

Applicants whose applications meet minimum requirements, as noted on the inside of this flyer, will be invited to the test. Those who pass the test with a qualifying score will be invited to an oral interview. Combined scores from the written test and the oral interview will create a list of applicants who will be invited to submit a background packet.

The background process takes approximately 6 weeks. Those individuals who pass the background investigation will be interviewed by the Director who will then select applicants to move to the last phase which is the medical and psychological screening.

Applicants who do well are high-energy, self-motivated, team players, must have the ability to multi-task (do more than one thing at a time), enjoy learning new things and enjoy a fast-paced work environment.

If you would like to make a significant contribution to the safety of your community, this may be the career for you!

Thank you for your interest in SHASCOM. 9-1-1 dispatching is not just a job, it's a fulfilling and exciting career!

Shasta Area Safety Communications Agency

3101 South Street, Redding, CA 96001

(530) 245-6500

Fire



Law Enforcement



Medical

