



CITY OF FOUNTAIN VALLEY
 Department of Human Resources
 10200 Slater Ave
 Fountain Valley, CA 92708

<http://www.fountainvalley.org/jobs>

**INVITES APPLICATIONS FOR THE POSITION OF:
 Dispatcher (Certified)**

An Equal Opportunity Employer

SALARY

\$28.76 - \$34.95 Hourly \$4,984.48 - \$6,058.67 Monthly \$59,813.74 - \$72,703.98 Annually

FINAL FILING DATE: Continuous

DESCRIPTION:

THE CITY OF FOUNTAIN VALLEY

Encompassing 9.7 square miles, the City of Fountain Valley is home to 55,313 residents and located in the heart of Orange County. Known as a "Nice Place to Live and Work", the City of Fountain Valley has a deep connection to the community as evidenced by the popularity, high participation and resident support of special events hosted by the City. The City's 220 employees work in partnership with the community knowing they make a difference and keep Fountain Valley a "Nice Place to Live and Work".

Fountain Valley employees are diverse, highly energetic and motivated individuals with customer service savvy to provide exceptional customer service to the residents. Employees are generalists and perform work in many of the multifaceted areas of each department or division. The City is committed to providing on-going training and employee development to grow and prepare employees for the future.

FOUNTAIN VALLEY POLICE DEPARTMENT

Members of the Fountain Valley Police Department's mission is to demonstrate the courage to protect life and property, the duty to provide the highest quality of service in a fair, impartial and ethical manner and the commitment to take a leadership role in providing public safety and quality of life in a manner that will preserve the public trust.

The Police Department is comprised of dedicated professionals including the Chief of Police, 2 Captains, 3 Lieutenants, 10 Sergeants, 11 Corporals, 37 Police Officers, Crime Analyst, Identification Technician, Records Clerks, Dispatchers, Community Services Officers and administrative staff. Special assignments include Detectives, School Resource, Field Training, Traffic including motorcycle assignments, Regional Narcotics Program, S.W.A.T. (Special Weapons and Tactics – part of West County), and Canine.

Please [click here](#) to learn more about the Fountain Valley Police Department.

This recruitment will be used to establish an eligibility list for the Dispatcher position and may be used to fill future vacancies. Future vacancies may be filled at the full time or job share (20 hours per week with benefits on a pro rated basis) level based on the needs of the Police Department.

POST Dispatcher Certification is required at the time of hire.

If you have taken the POST Entry Level Dispatch written exam with another agency in the last year and would like to submit your T-Score in lieu of taking the exam, please attach your score to your application. T-Scores of 45 and above will be considered

passing for this examination.

If you are currently a Police Dispatcher at another municipal agency and have passed probation, you are not required to participate in the written exam process.

JOB OVERVIEW

CLASS DEFINITION

To perform skilled work in receiving and transmitting police radio and telephone calls, dispatch appropriate personnel and equipment, maintain detailed records of activities in response to each request, and other duties as assigned

DISTINGUISHING CHARACTERISTICS

This classification requires successful completion of the Public Safety Dispatchers Basic Course. Although work is performed within established policies and procedures, it requires the exercise of sound judgment in emergency situations.

SUPERVISION RECEIVED AND EXERCISED

The incumbent works under the general supervision of the Lead Dispatcher or Watch Commander.

JOB DUTIES

- Receive and process emergency calls for police and fire protection services or information; promptly and efficiently dispatch personnel and equipment to accident, rescue, and emergency scenes
- Analyze requests for police service; determine priority ranking of each request and the kind and level of service to be dispatched in initial response; and determine available units to dispatch
- Listen to each radio transmission from police personnel in the field; acknowledge and comply with request for action or information
- Maintain awareness of position of each police unit and activities in which personnel are engaged; check periodically with personnel to verify position and activity; supply back-up personnel; and take other appropriate steps to provide for the safety of field personnel
- Maintain detailed records of each service request, each action taken, and the time each action was taken
- Operate dispatch equipment and computer equipment
- Input and retrieve a variety of public safety information using a computer; enter, update, and retrieve information regarding wanted persons, stolen property, vehicle registration, stolen vehicles, and other information
- Notify ambulance personnel, alarm company, traffic and signal maintenance, and other related personnel concerning emergencies
- Maintain knowledge of the geography, street locations, and landmarks in the City and a general knowledge of the geography and landmarks of surrounding cities

OTHER JOB-RELATED DUTIES

- Assist in training new personnel in the operations of the Dispatch Center
- Perform a variety of record keeping, filing, and other general clerical duties
- Perform other duties as assigned

QUALIFICATIONS GUIDELINES

EDUCATION:

- Graduation from high school or equivalent
- Successful completion of the Public Safety Dispatchers Basic Course or successful completion of the P.O.S.T. Basic Dispatcher Training Equivalency Examination is required.

EXPERIENCE:

- One year of radio work, preferably in a municipal setting, or successful completion of probation as a Dispatcher in a municipal setting is preferred but not required

KNOWLEDGE OF:

- The proper operation of telephone, voice radio, and burglar alarm reception equipment
- The proper operation of computer, speed dialer, dictaphone/tape recorder, and teletype machines
- The geography of the City and location of streets and important buildings
- State mandated data bases including driver's license, vehicle registration, warrants, and restraining orders
- Correct English usage, spelling, punctuation, and grammar

REQUISITE ABILITIES:

- Analyze situations and adopt quick, effective courses of action in emergency situations, in accordance with established rules and regulations
- Speak clearly, in a well-modulated voice, and use proper diction
- Effectively communicate with and elicit information from upset and irate citizens
- Follow oral and written instructions and carry out assignments with minimal supervision
- Type at a speed necessary for successful job performance
- Establish and maintain effective working relationships with other employees, City officials, and the public
- Maintain the security of criminal offender and other confidential information
- Prepare and maintain a variety of records and reports

SPECIAL REQUIREMENTS:

- Ability to work evenings, holidays, weekends, irregular hours, and variable shifts
- Ability to work closely with others and in confined spaces, around electrical energy
- Normal vision and hearing acuity

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS:

Work is primarily performed in an office environment requiring prolonged sitting; walking, kneeling, crouching, squatting, stooping, bending, leaning, and twisting; operate a computer terminal, telephone and dispatch equipment; exposure to computer glare, vibrations, and pitch; ability to lift, carry, and move objects totaling approximately 15 pounds in weight; and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed.

NOTE:

The above statements are intended to describe the general nature and level of work performed by persons assigned to this job. They are not intended to be a comprehensive list of all duties, responsibilities, and skills required.

FAIR LABOR STANDARDS ACT DESIGNATION:

Non-Exempt

IMPORTANT RECRUITMENT INFORMATION

The selection process may include but is not limited to: application review and evaluation, written examination, practical skills test and oral interview. All employment offers made by the City are contingent upon establishing proof of a prospective candidate's legal authorization to work in the United States and successfully completing all components of the pre-employment process which may include but is not limited to: reference check, background investigation, credit check, California Department of Justice (DOJ) and Federal Bureau of Investigations (FBI) criminal history check (Live Scan fingerprinting), polygraph, post-offer psychological, post-offer drug test and post-offer medical examination. The specific selection process will vary based upon the position. Candidates must fill out the application and supplemental questions completely. Incomplete applications including references to see the resume for qualifications are incomplete and will be disqualified. Candidates are encouraged to provide accurate answers as the City will verify the qualifications for each candidate.

The City of Fountain Valley is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Candidates with a disability who may need accommodation during the selection process must notify the Human Resources Department at least 72 hours in advance of the test date.

Note: The provisions of this job bulletin do not constitute an expressed or implied contract. Any provisions contained within may be modified or revoked without notice.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.fountainvalley.org/jobs>

OR

10200 Slater Ave
Fountain Valley, CA 92708

EXAM #1920-34
DISPATCHER (CERTIFIED)
AD

Dispatcher (Certified) Supplemental Questionnaire

- * 1. Please indicate your highest level of education.
 - High School Diploma / GED
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate Degree
- * 2. Do you possess a P.O.S.T. Basic Dispatcher Certificate or equivalent?
 - Yes
 - No
- 3. If you are not currently P.O.S.T. certified, at what date do you expect to possess P.O.S.T. certification?
- * 4. Have you successfully completed probation as a Police Dispatcher with a California law enforcement agency?
 - Yes
 - No
- * 5. Are you currently employed as a Police Dispatcher with a California law enforcement agency?
 - Yes
 - No
- * 6. If you answered 'yes' to the previous questions, which agency are you currently employed with? If you answered 'no', please indicate 'N/A'.
- * 7. List the type(s) of computer aided dispatch (CAD) and/or records management systems (RMS) you have worked on. Include name of system, dates and level of user for each system (dispatcher, records clerk, system administrator, trainer, etc).
- * 8. Describe how you have handled a typical emergency. This may come from personal experience or work experience. Include how you reacted, the first measures you took, the type of instructions you gave and received to stabilize the situation, and the result or reaction to the action(s) you took.

- * 9. This position requires that an incumbent be available to perform shift work (days, nights, graveyard), including working on holidays and weekends. Are you willing and able to work this type of schedule?
- Yes
 No
- * 10. Vacancies for this position may be filled at either the full time or job share (20/hours per week with benefits on a pro rated basis) level based on the needs of the department. Please indicate your interest in this position at each level.
- Full Time or Job Share
 Full Time only
 Job Share only
- * 11. Your honesty and integrity will be closely evaluated throughout the background process. We require that you be completely honest and forthcoming in your responses. Your failure to do so could result in your disqualification in the background process. Check 'Yes' below to confirm that all of the information provided on your application is true and accurate.
- Yes
 No
12. If you have taken the P.O.S.T. Dispatcher exam with another agency within the last year and would like to submit your test score, please indicate your t-score below. You must attach proof of t-score to your application for the score to be considered.

* Required Question