



**COUNTY OF SANTA CLARA
INVITES APPLICATIONS FOR THE POSITION OF:**

Communications Dispatcher I

An Equal Opportunity Employer

SALARY

\$39.16 - \$47.36 Hourly \$3,133.04 - \$3,788.56 Biweekly \$6,788.25 - \$8,208.55 Monthly
\$81,459.04 - \$98,502.56 Annually

ISSUE DATE: 07/01/22

FINAL FILING DATE: 09/25/22. If the Final Filing Date states "Continuous", the application filing period may close any time after ten business days from the issue date of this job announcement if sufficient qualified applications have been received. Therefore, it is important to submit your application as soon as possible.

THE POSITION

Under supervision, initially in a training capacity, to answer 9-1-1 calls and dispatch personnel and equipment for one or more public safety operations.

Start an exciting career and become a 9-1-1 Dispatcher! Watch this video to hear from 9-1-1 Dispatchers who work for County of Santa Clara's Dispatch Operations Center:

<https://youtu.be/h76m96ituVo>

This is a Peace Officer Standards and Training (POST) position. Candidates must successfully pass a complete background investigation including fingerprints, polygraph, psychological and medical examinations. Applicants with a felony conviction and/or a conviction outside of California that would be considered a felony in this state will be disqualified.

After passing the exam, hiring interview and screening processes, candidates are eligible to be hired as Communications Dispatcher I and attend the 8-week Basic Communications Dispatcher Academy training program as a trainee. Benefits include medical, dental, and life insurance programs.

A newly appointed Communications Dispatcher I must successfully complete an 18-month probationary period during which they will be required to complete additional training under the supervision of a trainer.

Please Note: Applicants who meet the employment standards will be invited to take the written examination tentatively scheduled for the week of October 31, 2022. The exam date(s) may change based on the number of applicants and room availability.

COVID-19 Risk Tier – Lower Risk

TYPICAL TASKS

- Receives training in the reception and transmission of radio calls;
- Operates a variety of communications equipment, including radio base stations, radio consoles, hand-held radios, telephone, and other communications equipment;

- Monitors public safety frequencies;
- Operates data communication terminals;
- Conducts various database searches to obtain information in response to requests from law enforcement personnel;
- Records the nature and source of all incoming and outgoing radio messages, as required;
- After becoming proficient in 9-1-1 call answering and law dispatching, may be trained in other dispatching communities;
- Keeps apprised of current trends in law dispatching, ensuring that continuing education requirements are met;
- Receives law, fire, and medical calls for service;
- Creates and maintains accurate and well-organized records for documentation and retrieval purposes;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties, as required.

EMPLOYMENT STANDARDS

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The required knowledge and abilities are attained through training and experience equivalent to possession of a high school diploma;

and

One (1) year of experience performing work where the essential functions of the job involved public contact, computer usage, and/or heavy telephone traffic.

Special Requirements:

- Must be able to pass a background investigation, including a psychological evaluation and polygraph;
- Successfully complete the Peace Officer Standards and Training Certification Training Course within one (1) year of appointment or vacate the position;

- Per Commission on Peace Officer Standards and Training (POST) Program Regulation 1018, every Public Safety Dispatcher shall satisfactorily complete the Continuing Professional Training (CPT) requirement of 24 or more hours of POST-qualifying training during every two-year CPT cycle, based on the statewide CPT Anniversary Date as specified in subsection 1018(d)(2);
- Attain certification by the International Academies of Emergency Dispatch (IAED) as an Emergency Medical Dispatcher (EMD), Emergency Fire Dispatcher (EFD), and Emergency Police Dispatcher (EPD) within one (1) year of appointment or vacate the position;
- Maintain EMD, EFD, and EPD certifications, including completing the required continuing education training for each Priority Dispatch System;
- As a condition of employment, pursuant to California Government Code Sections 3100-3109 and Local Ordinance, all County of Santa Clara employees are designated Disaster Service Workers (DSWs), including extra help. A DSW is required to complete all assigned DSW-related training, and in the event of an emergency, return to work as ordered.

Knowledge of:

- Customer service and interpersonal communications principles;
- Simple record keeping;
- Basic computer use;
- Telephone call-handling techniques.

Ability to:

- Learn to dispatch public safety personnel and equipment in a quick and efficient manner;
- Learn the operation of two-way radio and telephone communications equipment;
- Monitor audible information from multiple sources (telephone, radio, and co-workers) in an open space and noisy environment;
- Perform multiple tasks while monitoring background radio communications;
- Multi-task requiring simultaneous typing (rapid keyboarding), talking on the radio, answering multiple telephone calls, and switching between computer screens and applications;
- Learn to enter information accurately and quickly in the computer system while receiving information via radio and telephone;
- Learn and adhere to Computer Aided Dispatch (CAD) Systems and other related technology;
- Learn and remember locations and common place names of highways, major streets, industrial plants, county parks, and commercial and public buildings;

- Learn and remember the policies and procedures of the department and County, State, and Federal rules, and regulations, as required;
- Retain, recall, and evaluate facts and/or details solely from memory;
- Work under pressure; exercising good judgment and common sense while making sound decisions in emergency situations;
- Read and interpret various mapping devices and relay pertinent information;
- Document information in English in a clear, organized, concise, and understandable manner;
- Read, interpret, understand, and follow written and oral instructions and/or information in English;
- Use a keyboard and other peripheral computer equipment with rapid keyboarding and a high level of accuracy;
- Establish and maintain effective working relationships with co-workers, emergency personnel, other agencies, and the public;
- Provide effective customer service;
- Deal tactfully with the public, law enforcement, and other officials;
- Transition from periods of mental and physical inactivity to periods of intense and stressful mental and physical activity (rapid keyboarding) at a moment's notice;
- Complete all mandated training requirements;
- Maintain composure and work accurately under pressure or when faced with stressful situations.

PHYSICAL REQUIREMENTS

- Work alternate work week schedule; work on weekends, holidays, and at odd or irregular hours;
- Work in a confined area and wear a headset.

VETERANS PREFERENCE INFORMATION: Any veteran who has submitted a copy of their DD214 form, and received a discharge of other than dishonorable, from the armed forces showing service in any branch of the United States military will be given a preferential credit of five percent (ten percent for those identified as disabled veterans), after attaining a passing examination score for a numerically scored examination, as applicable by Memorandum of Understanding.

THE EXAMINATION PROCESS: The examination process may include one or more of the following: application review, application appraisal, preliminary competitive rating, performance test, written test, and/or oral interview examination.

This recruitment may require completion of Supplemental Questions in order to evaluate your education, training and experience relative to the required knowledge and abilities for the position you are applying for.

Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun.

*New Hires shall be subject to a pre-employment criminal background check.

DISASTER SERVICE WORKERS: Under California law, all County employees are designated as Disaster Service Workers (DSW). In the event of a catastrophic event, County employees may be expected to fulfill emergency action assignments. As DSW's, they may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.

INFORMATION ON PERS CONTRIBUTION: For new members, salaries above a limitation imposed by federal law (that limit is \$134,974 for 2022): (1) neither the County nor the employee will make contributions to PERS on the portion of salary that exceed the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. For current members, the limit is \$305,000 for 2022.

An Equal Opportunity Employer: The County of Santa Clara is an inclusive workplace, where employees are valued and respected for their different perspectives, experiences, backgrounds, and contributions. We are a proud equal opportunity employer that fosters a workforce that is as diverse as our community. Applicants will receive consideration for employment without regard to race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, status as a protected veteran, status as an individual with a disability, other applicable legally protected characteristics, or criminal histories (consistent with applicable federal, state, and local law).

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sccjobs.org/>

OR

70 W. Hedding Street, 8th Floor, East Wing
San Jose, CA 95110

EXAM #22-G94-B
COMMUNICATIONS DISPATCHER I
MA

Communications Dispatcher I Supplemental Questionnaire

- * 1. Please answer the following questions. Completion of the following supplemental questions is **REQUIRED** and is an integral part of the evaluation process. Initially, it will be used to determine minimum qualifications. For those applicants meeting the employment standards, this information will be critical in the subsequent competitive assessment to identify those candidates to be invited to continue in the examination process. Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun. A response of "**see resume**" or "**see application**" will deem your application incomplete. **Please include the name of employers, job titles, dates of employment, and hours worked per week for questions asking about work experience.** **Do you understand the requirement to provide complete answers in order to determine relevant experience for each area in question?**

☐ Yes ☐ No

* 2. How did you find out about this job?

- ☐ Contacted by County Recruiter
- ☐ Contacted by a Recruitment Firm
- ☐ County Employee Referral
- ☐ County of Santa Clara Career Website
- ☐ County of Santa Clara Job Interests Email Notification
- ☐ Facebook
- ☐ Instagram
- ☐ LinkedIn
- ☐ Indeed
- ☐ Virtual Job Fair
- ☐ In Person Job Fair
- ☐ In-Person Networking Professional Event
- ☐ Virtual Networking Event
- ☐ Community Event
- ☐ Glassdoor
- ☐ Governmentjobs.com
- ☐ Professional Association
- ☐ Search Engine (Google, Bing, online search, etc.)
- ☐ Hospital Website: SCVMC, O'Connor Hospital, St. Louise Regional Hospital Website
- ☐ Handshake
- ☐ Student Career Center
- ☐ County Text Message
- ☐ Other (Specify in the next question)

* 3. If you selected an event/fair or other in the question above. Please specify. If not, type "N/A".

* 4. Did you separate from the County through the 2020 Voluntary Separation Incentive Program (VSIP)?

- ☐ Yes ☐ No

* 5. Do you possess a high school diploma or GED equivalent?

- ☐ Yes ☐ No

* 6. Do you have at least one (1) year of experience performing work where the essential functions of the job involved public contact, computer usage, and/or heavy telephone traffic?

- ☐ Yes ☐ No

* 7. Describe your experience performing work where the essential functions of the job involved public contact and computer usage. If you do not have this type of experience, please enter "N/A". **The information for EACH employer should include:** Employer's name, official job title, employment dates (month/year to month/year), number of hours worked per week, and a detailed description of tasks performed.

* 8. Describe your experience performing work where the essential functions of the job involved heavy telephone traffic. If you do not have this type of experience, please enter "N/A". **The information for EACH employer should include:** Employer's name, official job title, employment dates (month/year to month/year), number of hours worked per week, and a detailed description of tasks performed.

- * 9. Do you have work experience in a high stress environment interacting with people?
☐ Yes ☐ No

- * 10. Describe your experience in a high stress environment interacting with people. If you do not have this type of experience, please enter "N/A". **The information for EACH employer should include:** Employer's name, official job title, employment dates (month/year to month/year), number of hours worked per week, and a detailed description of tasks performed.

- * 11. As an adult, have you ever been convicted of any criminal act, misdemeanor, or felony?
☐ Yes ☐ No

- * 12. If you answered "Yes" to question #11 above, when and what was the conviction? If you answered "No," indicate "N/A."

- * 13. As an adult, have you ever falsified information to secure employment?
☐ Yes
☐ No

- * 14. If you answered "Yes" to question #13 above, when and what were the circumstances? If you answered "No," indicate "N/A".

- * 15. As an adult, have you ever resigned from a paid position without notice?
☐ Yes
☐ No

- * 16. If you answered "Yes" to question #15 above, when and what were the circumstances? If you answered "No," indicate "N/A".

- * 17. As an adult, have you ever been involuntary dismissed two or more times for reasons other than layoff by an employer?
☐ Yes ☐ No

- * 18. If you answered "Yes" to question #17 above, when and what were the circumstances? If you answered "No," indicate "N/A".

- * 19. As an adult, have you ever been disciplined by an employer for acts constituting racial, ethnic, sexual harassment, or discrimination?
☐ Yes ☐ No

- * 20. If you answered "Yes" to question #19 above, when and what were the circumstances? If you answered "No," indicate "N/A".

- * 21. As an adult, have you illegally used or possessed amphetamines, barbiturates, cocaine, crack, meth-amphetamines, crank or speed within the last three (3) years?
☐ Yes
☐ No
- * 22. As an adult, have you used or possessed marijuana in any form within the past one (1) year?
☐ Yes ☐ No
- * 23. As an adult, have you illegally used or possessed any other drug not mentioned above within the past seven (7) years?
☐ Yes ☐ No
- * 24. As an adult, have you ever illegally manufactured or cultivated any drug?
☐ Yes
☐ No
- * 25. Have you successfully completed the Peace Officer Standards and Training Certification Training Course for Dispatchers?
☐ Yes ☐ No
- * 26. Have you taken and passed the CitiCall exam with the County of Santa Clara within the last year?
☐ Yes ☐ No
- * 27. Do you have experience working with 911 Emergency Computer Aided Dispatch (CAD) Systems?
☐ Yes ☐ No
- * 28. Are you able to type/key 35 words per minute accurately?
☐ Yes ☐ No
- * 29. This position may require working overtime. Are you willing to work overtime?
☐ Yes
☐ No
- * Required Question