

EMPLOYMENT OPPORTUNITY CITY OF IRWINDALE



5050 N. Irwindale Avenue, Irwindale, CA 91706 (626) 430-2200

Police Dispatcher/Clerk

MONTHLY SALARY RANGE: 37 \$4,405 \$4,625 \$4,856 \$5,099 \$5,354

POSITION: Under general supervision, performs a variety of duties related to the operation of a computer-aided communication system; receives and transmits routine and emergency messages, coordinates the activities of field units, dispatches police personnel in response to service requests, and maintains detailed records of activities in response to each request; provides information to the public; and performs a variety of clerical, record-keeping and general support functions in the police department.

ESSENTIAL DUTIES: (Duties may include, but are not limited to the following):

- Receives, classifies, and prioritizes all incoming calls to the dispatch center including 911 calls, emergency, and non-emergency calls received from citizens and allied agencies requesting service or information; operates a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio system.
- Evaluates response necessary as dictated by a given request for service; determines nature, location, and priority of calls; operates computer aided dispatch system to create calls for service within response criteria guidelines; assigns and dispatches personnel in accordance with policies and procedures; transfers calls to other appropriate agency in accordance with established procedures; maintains records of responses to requests for service; obtains and dispatches other support services as necessary.
- Maintains contact with all units on assignment; maintains status and location of field units; monitors multiple radio frequencies; relays emergency and non-emergency information to public safety personnel in the field.
- Retrieves information from local, state, and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees, and other related information; relays information to officers in the field.
- Operates computer terminals to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; composes and transmits messages to other agencies.
- Performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities; organizes, processes, maintains, updates, and routes a variety of departmental reports, records, and files; operates and maintains the departmental centralized record keeping systems; makes inquiries; enters reports; updates individual files; updates codes.
- Assists the general public and other agencies at the front counter; provides requested forms; releases reports as appropriate; performs record checks; releases vehicles; responds to complaints and inquiries from the general public including to provide directions and variety of information on department policies and functions; refers inquiries to appropriate agency or department.
- Arranges tow service requests for vehicles being stored by the department.
- Processes, evaluates, and distributes police reports and records while ensuring that information is released in accordance with related laws and departmental policies.
- Female dispatchers may be required to perform matron duties as needed.
- Performs additional duties as required to address business needs and changing business practices.

QUALIFICATIONS: *Knowledge of:* Operations, services, and activities of a public safety telecommunications and dispatch center; operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems; law enforcement and emergency service procedures for responding to and handling reported incidents; techniques of questioning for both emergency and non-emergency calls; methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service; functions of the Police Department and other City Departments; geographic features and locations within the area served; English usage, spelling, grammar, and punctuation; modern office procedures, methods, and computer equipment; pertinent federal, state, and local laws, codes, and regulations; methods and techniques of telephone etiquette; methods and techniques of conflict resolution; principles and procedures of record keeping. *Ability to:* Respond to and resolve difficult and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate callers; speak clearly and

concisely in an understandable voice via radio and telephone and in person; hear and distinguish radio voice traffic within normal levels and over background noise; make independent decisions that affect the safety of public safety personnel, citizens, and property such as those involved in determining the urgency of requests received and the appropriate action to take; dispatch police units quickly and effectively; think quickly, calmly, and clearly in emergency situations; perform multiple tasks simultaneously; operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment; operate specialized public safety computer systems and applications; read and interpret maps and other navigational resources and give directions; type 40 words per minute and enter data accurately; work under pressure, exercise good judgment, and make sound decisions in emergency situations; understand and follow oral and written instructions; interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures; maintain composure, alertness and concentration while working for extended periods of time; compile, maintain, process, and prepare a variety of records and reports; deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report; maintain confidentiality; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

ADDITIONAL REQUIREMENTS:

This position works on a rotating shift basis and will require working days, nights, weekends, and holidays. The Chief of Police shall have the discretion to modify work schedules to meet the needs of the City.

Education/Training/Experience:

Equivalent to the completion of the twelfth grade. One year of experience working with the public is desirable.

Licenses/Certifications:

Possession of a valid Class C California driver's license, acceptable driving record, and proof of auto insurance in compliance with the City's Vehicle Insurance Policy standards.

SELECTION PROCESS: Applications will be reviewed and those candidates whose experience most closely fit the needs of the City will be invited to continue in the recruitment process, which may consist of a written exam, performance tests, and oral interviews. The final candidate must successfully complete a thorough background which may include: medical exam, drug screening, employment history verification, DMV check, and fingerprinting.

APPLICATION PROCEDURE:

Application forms may be picked up at Irwindale City Hall located at 5050 N. Irwindale Avenue, Irwindale, CA 91706 or downloaded from the City's website at www.irwindaleca.gov. Completed application materials must be submitted by the final filing date. Resumes will not be accepted in lieu of a completed City application. *Please note that postmarks, emails, or faxed applications will not be accepted.* **A typing certificate dated within the last six months showing a minimum typing speed of 40 NET words per minute in a 5-minute test must be received together with a completed City employment application form. Typing certificates from an online source will NOT be accepted.**

DEADLINE TO APPLY: Tuesday, April 3, 2018 at 6:00 p.m.

All applicants must be legally eligible for employment in the United States. Applicants with legal disabilities who require special testing arrangements must contact Human Resources at least five (5) working days prior to the examination date. The provisions of this bulletin do not constitute an expressed or implied contract and any provision contained in this bulletin may be modified or revoked without notice. The City of Irwindale does not discriminate and is an Equal Opportunity Employer.

BENEFITS

Insurance Benefits:

- Medical, Dental and Vision Insurance (premiums paid at 100% for employees and their eligible dependents)
- Life Insurance (premiums paid at 100% for employees and their eligible dependents)
- AD&D Insurance (premium paid at 100% for employee coverage only)

Retirement Benefits:

- CalPERS – California Public Employees' Retirement System
 - Classic members: 2% @ 55 formula, employee pays 7% of employee contribution rate
 - New members: 2% @ 62 formula, employee pays 50% of total normal cost
 - CalPERS pension calculation based on three-year average final compensation
 - Retiree medical benefit calculated based on employee's years of service and in accordance with CalPERS vesting resolution

Other Benefits Include:

- 40-hour work week consisting of 3-workday shifts (Day 1 - 13.5 hours, Day 2 - 13.5 hours & Day 3 - 13 hours)
- 96 hours of Vacation leave and 96 hours of Sick leave per calendar year
- 140 hours of Holiday pay per calendar year
- Bilingual pay for Spanish or Sign Language proficiency at 2½% of salary
- Education Incentive Pay
- Deferred Compensation Plans
- Flexible Spending Account Program for medical and dependent care expenses
- Computer Loan, Tuition Reimbursement and Employee Assistance Programs