

# EMERGENCY DISPATCHER / CLERK I

## ENTRY LEVEL



**CLOSING DATE: OPEN UNTIL FILLED**

**ENTRY LEVEL:** \$4,358 per month *plus an automatic 12 hours overtime due to 3/12 shift and monthly holiday pay*) or salary step dependent upon experience (Top Step \$5,841).

### **EMPLOYEE BENEFITS:**

#### **RETIREMENT:**

The City of Scotts Valley participates in the Public Employees' Retirement System (PERS). State laws have established the following retirement requirements:

- Candidates currently enrolled in the PERS system (Classic): 2.5% at 55 based on a single highest year compensation with employee paying an 8% contribution.
- Candidates new to the PERS system, or who have had more than a six-month break from PERS (PEPRA): 2% at 62, based on a 3-year final compensation period, with employee paying a 6.75% contribution.

**HEALTH INSURANCE:** Dental / Vision premiums paid by the City of Scotts Valley. Medical premiums paid by the City as follows: \$1,000 Employee; \$2,000 Employee + 1; \$3,000 Employee + 2

**LIFE INSURANCE:** \$50,000 double indemnity policy; paid by the City of Scotts Valley.

**UNIFORM ALLOWANCE:** Fully provided by the City of Scotts Valley, including cleaning.

**VACATION:** Full-time employees are eligible for 80 hours of vacation per year up to 5 years of service; 120 hours from 5 to 10 years of service; 160 hours for 10 to 15 years of service; 168 hours for 15 or more years of service.

**HOLIDAYS:** Full-time employees are required to work holidays; however, are compensated at a rate of 4 additional straight time hours when a holiday falls on their 12 hour working shift.

**SICK LEAVE:** Unlimited sick leave accumulation at ninety-six hours per year. The City has a sick leave buy-back incentive program.

**PRE-TAX DEDUCTIONS:** The Medical Reimbursement Account allows employees to make pre-tax deductions for allowable medical expenses not covered by the medical plan. The Dependent Care Assistance Program allows employees to make pre-tax deductions for child care.

**BILINGUAL PAY:** The City shall provide a monthly allowance of \$200 for bilingual speaking skills, upon the recommendation of the Chief of Police.

**EDUCATION INCENTIVE:** Personnel are eligible for the following monthly education incentive compensation: AA/AS: \$150; BA/BS: \$250; MA: \$300.

**OTHER BENEFITS INCLUDE:** Access to credit union, tuition reimbursement for job-related courses approved by the Chief of Police, employee membership in PORAC Union representation, direct payroll deposit, and deferred compensation plan.

## **THE DEPARTMENT:**

The Scotts Valley Police Department serves a community of over 11,000 citizens. During work hours, the population may swell to over 30,000. There are 20 sworn police officers assigned to such areas as patrol, traffic enforcement, investigations, juvenile and training, and 7 non-sworn Emergency Dispatchers. The Police Department is a service-oriented agency.

## **SCHEDULE:**

**All Emergency Dispatcher / Clerk I personnel currently work a 12 hour / 3-4 day or night work schedule.**

## **THE POSITION:**

Emergency Dispatcher / Clerk I's perform any combination of the following duties, depending on specific assignment; answer 9-1-1 calls in Primary Public Safety Answering Point; screen and disburse calls as appropriate; maintain mental and physical acuity, think clearly and act quickly during stressful emergencies; receive information via telephone, in person or over radio waves, listen carefully, follow department policy and procedure, extract pertinent facts, offer calm assurance to distraught, excited or angry callers; then relay those pertinent facts accurately, as quickly as possible, for appropriate action; speak clearly in a calm or in an assertive, commanding voice, as appropriate; observe and accurately recall names, faces, numbers, incidents and places; observe and recognize unusual or dangerous situations or events; take direction from several supervisors; quickly learn and retain knowledge of local jurisdiction; read statutes, reports, memos, training material, etc.; evaluating and inquiring in order to make proper determinations; review and study information for later recall such as wanted persons and vehicles; data entry of police reports and other documents; maintenance of department logs, photocopying documents, making inquiries and entries into local county, state and national computer networks; make mathematical calculations at a high school level; maintain confidentiality of sensitive information in accordance with the law; operate typewriter or computer keyboard accurately at the rate of 45 words per minute (minimum speed); maintain a manual filing system; type miscellaneous correspondence, memos, manuals, forms and other documents as assigned; operate office equipment including typewriter, photocopier, computer, computer printers, recording equipment, fax machine, the communications console and two-way walkie talkie radio, Intertel phone system, and other office equipment; and fingerprinting of persons suspected of crimes.

## **MINIMUM QUALIFICATIONS:**

- High school graduation or G.E.D. certificate/equivalent.
- Proof at time of application that candidate will be 18 years old by date of hire.
- Must type a minimum of 45 wpm (*self-generated computer internet typing certificates will not be accepted*): \*  
***\*Currently, applicants are being allowed to apply without submitting the required typing certificate until later in the recruitment process.***
- Must be a U.S. citizen or must have applied for citizenship and will obtain citizenship within 1 year.
- Must reside or be willing to relocate within a 60 minute drive to the police department.

## **Physical Conditions:**

Involves working in a Dispatch Center/Records Division located within the police facility that houses all communications and records equipment and files for the Scotts Valley Police Department. Incumbents are assigned to a dispatch position which requires long periods of time in a seated position; working in a high-pressure environment; working night shifts; extended shifts, rotating shifts and holidays. Involves moving quickly among the communications console, the public counter, filing cabinets, and office machinery. Involves operating a computer / keyboard for long periods of time.

## **License / Certificate:**

- Valid California Motor Vehicle Operator's License (Class C /Class 3).

In addition to the qualifications noted above, suitability for employment will also be based on the following POST job dimensions: moral character, handling stress and adversity, work habits, interactions with others and intellectually based abilities.

## APPLICATION AND SELECTION PROCESS:

***Applicants are required to complete a City Employment Application Form.*** The application form is located on the City of Scotts Valley's website at <https://www.governmentjobs.com/careers/ScottsValley> under the **Emergency Dispatcher / Clerk I** listing.

***Applicants are required to complete a Personal History Statement (PHS) – Public Safety Dispatcher and submit it with the application.*** The PHS is located here: [https://post.ca.gov/portals/0/post\\_docs/publications/2-255-phsDispatchers.doc](https://post.ca.gov/portals/0/post_docs/publications/2-255-phsDispatchers.doc)

***Applicants must pass a POST approved written examination: POST Entry-Level Dispatcher Selection Test Battery (PDT POST Dispatcher Test). \****

***\* Currently, applicants are being allowed to apply without submitting the required PDT Post Dispatcher Test until later in the recruitment process.***

The PDT POST Dispatcher Test is administered through the South Bay Regional Academy. The PDT is a timed, 2-1/2 hour written test consisting of multiple-choice and fill-in-the-blank questions designed to measure reading and writing ability. For test dates and information, go to the Academy's website at <http://www.theacademy.ca.gov/dispatch> and click on the link for **POST Dispatcher Test Events** for available sessions for the **PDT POST Dispatcher Test**. The passing POST Dispatch T-Score Total is **50.0** for the Scotts Valley Police Department. *(Previous POST approved test results will be accepted if taken within the last 6 months).*

Qualified applicants will be invited by our Investigations Division to take part in a selection interview to assess an applicant's judgment, oral communication skills and interpersonal skills. This interview will be held at the City of Scotts Valley Police Department, 1 Civic Center Drive, Scotts Valley.

All candidates who receive a score of 80% or more on the selection interview will be assisted with covering the cost for both the typing and written Post Dispatcher Test as well as guidance on how to prepare for taking the tests.

Candidates who successfully pass the POST accredited written exam will be required to complete a 2 hour sit-along with Emergency Dispatch personnel to better acquaint the applicant with the job requirements. Upon completing the sit-along, candidates will be placed on an eligibility list until such time as a position is available. As openings occur, top candidates will be selected for a background investigation in accordance with the POST Commission Guidelines.

Candidates will also be required to successfully complete, to the satisfaction of this department, a polygraph test administered by a licensed polygrapher, a psychological exam given by a City selected psychologist and a medical exam by a City selected physician.

Candidates must be fingerprinted and take a loyalty oath at the time of hire. Appointments to regular positions are subject to a 12 month probationary period which is considered a part of the selection process. Probationary employees may be terminated without recourse during this period.

If you have any questions, telephone or email the Police Department's Administrative Secretary at (831) 440-5649 or [clocke@scottsvalley.gov](mailto:clocke@scottsvalley.gov). Hearing-impaired individuals can access the Department's TDD machine by calling (831) 440-5670.

## PRE-EMPLOYMENT POLICY REGARDING ILLEGAL USE OR POSSESSION OF DRUGS

*Note: For the purposes of this policy, an adult is defined as someone 18 years of age or older.*

- A. The following types of illegal drug use or possession will be considered **automatic disqualifiers** in the pre-employment selection process for emergency dispatch personnel, with no exceptions.
1. Any adult use or possession of a drug classified as a hallucinogenic within seven (7) years prior to application for employment.
  2. Any adult use or possession of marijuana within two (2) years prior to application for employment.
  3. Any other illegal adult use or possession of a drug not mentioned above, (including cocaine) within three (3) years prior to application for employment.
  4. Any illegal adult use or possession of a drug while employed in the capacity of a police officer, licensed security officer, military police, or as a student enrolled in college accredited courses of/or related to the criminal justice field.
  5. Any adult manufacture or cultivation of a drug.
  6. **Failure to divulge to the Police Department during the background investigation any information about personal illegal use or possession of drugs.**
- B. The disqualification of an emergency dispatcher candidate for the following types of illegal drug use or possession will be considered in relationship to the overall background of that individual:
1. Any illegal juvenile use or possession of a drug.
  2. Any illegal adult use or possession of a drug that does not meet the criteria of the automatic disqualifiers specified above; e.g., marijuana use longer than two (2) years ago or cocaine use longer than three (3) years ago.