



We invite applications for the position of:
PUBLIC SAFETY DISPATCHER II (HOURLY)*
Public Safety Dispatcher II- \$40.62 to \$49.37 Hourly

“This job can be fast-paced or slow, stressful or calm, emotional or impassive – no day is the same. But the one thing that remains constant is that every day you can go home feeling like you’ve accomplished something and possibly made a difference in somebody’s life. Doing this job, and working so closely with this tight-knit group of people, has been an incredibly rewarding experience.” -J. Santos,
Lead Public Safety Dispatcher

About This Role

The City of Mountain View is seeking an Hourly Dispatcher with availability to work as needed, intermittent shifts in the Police Department's Emergency Communications Center. Shifts vary based upon staffing needs, but all shifts are needed. You will join a fast-paced, team oriented environment, perform emergency communications dispatch and provide critical emergency services.

Over 60,000 calls for service are processed through the Mountain View Emergency Communications Center every year. Types of calls vary from 9-1-1 emergencies, burglary reports or medical aide. Emotional states of callers can range from calm to hysterical. As a public safety communications professional, you are directly responsible for the citizens' ability to receive the help they request from EMS, Police or Fire Department Personnel.

What You Bring:

Public Safety Dispatcher II

- One year of recent experience as a public safety dispatcher
- Equivalent to the completion of the 12th grade
- Ability to type 35 (net) words per minute
(please attach typing cert to application)
- Possession of the P.O.S.T. Certified Basic Police Dispatcher's Certificate
- Possession of a California Class C driver license at the time of appointment

Who You Are

- You have excellent computer skills and are adaptable with learning new technology.
- You remain calm in stressful situations while projecting a professional demeanor.
- You have a strong work ethic along with excellent interpersonal and customer service skills.
- You exercise good judgment and make sound decisions in emergency situations.
- You have the ability to focus and be fully present while working on multiple assignments.
- You are able to anticipate and adapt to fluctuating workloads.

What You'll Do

- Operate a computer-aided dispatch (CAD) system and relay information by means of face-to-face contact, telephone, radio and/or data terminals.
- Make rapid determination of the nature of each call and the degree, severity, and location of any emergency.
- Answer telephone calls promptly and courteously and elicit pertinent information from callers.
- Select and dispatch emergency response units and monitor field personnel and dispatch assistance as required.

Are You Ready? Apply.

Submit the following materials online at www.calopps.org or to the Human Resources Division, City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Application materials will be screened on a continuous basis. This recruitment may close at any time. All documents **must** be submitted to have your application be considered:

- City of Mountain View Application
- Typing Certificate from an approved local agency
- P.O.S.T. Certified Basic Police Dispatcher's Certificate

Examples of approved local agencies who can verify your typing speed can be found [here](#).

Fine Print

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Prior to hire, candidates will be required to successfully pass a medical exam, psychological screening and an extensive background investigation conducted under POST guidelines, including a polygraph and a Department of Justice (DOJ) fingerprint check, prior to employment. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

The Mountain View Police Department is accredited by the Commission on Accreditation for law enforcement agencies.

**CITY OF MOUNTAIN VIEW
PUBLIC SAFETY DISPATCHER II
PRE-QUALIFYING QUESTIONNAIRE**

In order for your application to be considered for this position, you must submit the following documents: 1) Typing certificate from a junior college, business school, vocational training center, employment agency, or other related agency verifying a typing speed of 35 (net) words per minute 2) Your P.O.S.T. Certified Basic Police Dispatcher's Certificate. Do you have your Typing Certificate and P.O.S.T. Certified Basic Police Dispatcher's Certificate ready to attach to your City of Mountain View application?

- Yes
- No