

Employment Opportunity

City of St. Helena, California

Public Safety Dispatcher

Part-Time

Salary Range: \$26.41—\$32.10 Hourly



ABOUT THE CITY

The City of St. Helena is located in the center of the premier Napa Valley wine-making region of California approximately 60 miles north of the San Francisco Bay Area. The City has a population of approximately 6,000 and is a full service city with its own Police Department, Public Library, Building Department, Water and Sewer Departments and Part-Time Fire Department.

Application Deadline:

Open Until Filled

The City of St. Helena has an exciting position opening in the Police Department. This is a great opportunity to become part of a team of dedicated individuals that take pride in serving the local community.

The Position: The **Public Safety Dispatcher** performs duties which involve receiving incoming calls for Police, Medical, and Fire assistance, and dispatching necessary Police response. They also perform a wide variety of clerical/records duties. The St. Helena Dispatch Center is equipped with a RIMS/CAD computer system. Dispatchers are expected to work various shifts, including Dayshift, Nightshift, weekends, holidays, and occasional overtime. A part-time dispatcher works an 8 or 12 hour shift that would include weekends, holidays, dayshift or graveyard shift as needed.

The following duties are considered essential for this position: Using a computer system, receive emergency calls from the public requesting police, fire, medical or other emergency service; determine nature and location of emergency, determine priorities, and dispatch police, fire, ambulance or other emergency units as necessary; maintain contact with all units on assignment; maintain status and location of police and fire units; monitor direct emergency alarms; answer non-emergency calls for assistance; enter, update, and retrieve information from a variety of computer systems; receive requests for information regarding vehicular registration, driving records, and warrant information, and provide pertinent data; monitor several complex public safety radio frequencies; operate a variety of communications equipment, prepares case reports, maintains files, enters data into records management system, generates variety of law enforcement reports. Receives, stamps and distributes incoming mail, processes outgoing mail. Provides a variety of police related information to the public at the front counter. Works closely with other City departments and various government agencies.

Minimum Qualifications: High School Diploma or G.E.D. (A certificate of completion from a POST Public Safety Dispatcher Course is desirable). The ability to make sound decisions in emergency situations; effectively communicate with and elicit information from upset and irate citizens; exercise independent judgment and work with minimal supervision; learn geographic features and streets of St. Helena and the County of Napa; type at a speed necessary for adequate job performance; understand and follow oral and written instructions; comprehend and make inferences from written material; handle simultaneous events effectively; spell accurately; learn to operate a computer, computer systems, and other office equipment quickly and accurately; learn standard broadcasting procedures and F.C.C. rules; learn public safety classification codes; learn basic provisions of the California Vehicle Code and the Penal Code.

Experience and Education: Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. Ability to speak both Spanish and English fluently is desirable.

Working Conditions: With minimal supervision, incumbents in this position are required to work various shifts as assigned; operate a visual display terminal for extended periods of time, sometimes without the ability to move at will; remain inside the police facility for an entire shift; move less than twenty pounds short distances. Entering data into a keyboard device requires continuous, repetitive arm and hand movements. Using a variety of computers and communications equipment also requires coordinating movement of more than one limb simultaneously and making fine, highly controlled muscular movements. Public Safety Dispatchers must also be able to hear alarms and other auditory warning devices.

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

Contact:

City of St. Helena Human Resources Department
1480 Main Street, St. Helena CA 94574
Telephone: (707) 968-2649 | www.cityofsthenana.org

Selection Procedure: To apply for this position please submit the following documents and form through CalOpps at <https://www.calopps.org/city-of-st-helena>

- ◆ Cover letter
- ◆ Detailed resume
- ◆ City application form

Screening Process: Examination will consist of any or all of the following: application appraisal, California Commission on Peace Officer Standards and Training entry level dispatcher selection test battery, and oral board interview. The screening process typically consists of a P.O.S.T. approved background investigation, polygraph, psychological evaluation, and pre-placement medical examination, including drug screening.

Salary and Other Compensation:

- **Salary range:** \$26.41—\$32.10 hourly

Application Information: The information contained herein does not constitute either an expressed or implied contract and these provisions are subject to change. St. Helena is an equal opportunity employer. There is a no smoking policy in effect within the City offices and vehicles. The City of St. Helena will require documentation of the legal right to work in the United States as required by the Immigration Reform and Control Act upon hire. Compliance with Americans with Disabilities Act (ADA): With prior notice to the Personnel Department regarding testing or job performance modifications, the City will make every attempt to offer reasonable accommodations for qualified applicants and employees with disabilities. Information contained herein is subject to change and does not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked.

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