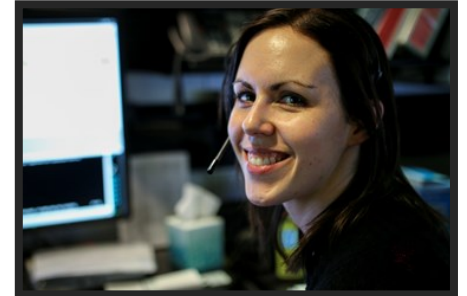




We invite applications for the position of:  
**PUBLIC SAFETY DISPATCHER II (HOURLY)**  
**\$40.62 TO \$49.37/HOUR**  
**\$60.93 TO \$74.05/HOUR\***

\*NEW! Dispatchers currently working full-time for other agencies may qualify for the higher salary range

“To work with these men and women and to see their skill and composure during even the toughest calls make me so proud to be a part of our Dispatch Unit. This is a team comprised of some truly incredible people.” – Jenna Cardinale, Public Safety Dispatcher III



#### About Our Team

- We are a dedicated team of professionals committed to providing excellent service to the community and we are looking for lateral dispatchers to join our fast-paced, team oriented environment.
- Hourly lateral dispatchers can work up to 29 hours on a weekly basis.
- You can review the detailed job description on the City's website [here](#).

#### What We Do

- Process over 132,000 inbound and outbound calls a year.
- Select and dispatch emergency response units and monitor field personnel and dispatch assistance for Police, Fire, EMS and Midpeninsula Regional Open Space District.
- Operate an Intergraph CAD system.
- Make rapid determination of the nature of each call and the degree, severity, and location of any emergency.

#### What You Bring

- One year or more of recent experience as a public safety dispatcher comparable to the position of PSD I with the City of Mountain View.
- Equivalent to the completion of the 12th grade
- Ability to type 35 (net) words per minute
- Possession of the P.O.S.T Certified Basic Police Dispatcher's Certificate (may be substituted by out-of-state Emergency Call Center certificate)
- Possession of a California Class C driver license at time of appointment

#### Bonus Points (Highly Desirable):

- Possession of an Emergency Medical Dispatch (EMD) Certification
- Experience operating an Intergraph CAD system

#### Who You Are

- You have the ability to multi-task and triage incoming calls and radio communications.
- You are a strong communicator with excellent interpersonal skills who knows how to talk to people, elicit pertinent information, and remain calm in stressful situations.
- You can think outside the box and come up with new ideas and solutions.
- You have a commitment to career-long learning and have the ability to receive constructive feedback and apply it in your future work.
- You have excellent computer skills and are adaptable with learning new technology.
- You are flexible, highly motivated, mature and willing to work weekends, various shifts, and holidays.

#### CITY OF MOUNTAIN VIEW CULTURAL IDEALS

Empower People · Foster Collaboration · Support Continuous Learning · Enhance Our Community ·  
Champion Wellness · Lead with Empathy · Embrace Change & Innovation

"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, is an incredibly rewarding experience." -J. Santos, Lead Public Safety Dispatcher

### **Are You Ready? Apply!**

Submit your application online at [www.calopps.org](http://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. Candidates with the most relevant qualifications will be invited to an interview.

### **Fine Print**

**\*Full-time dispatchers currently performing journey level dispatch duties at other agencies may qualify for the higher hourly salary range (verification of continued full-time employment will be required).**

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 Department of Justice (DOJ) fingerprint check, prior to employment. The background process may be expedited if candidate is currently employed as a lateral with a law enforcement agency. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.