City of Milpitas

We invite applications for the position of:
Communications Dispatch Supervisor

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Annual Salary Range: **$106,968.94**

Post Date: **$130,021.84**

Close Date: **April 26, 2019 by 5:00PM**

Why Milpitas?

Located at the southern end of San Francisco Bay, Milpitas is a progressive community that is an integral part of Silicon Valley. As a full-service city of 389 full-time employees with water utility, sewer utility, police and fire services, Milpitas serves a diverse population of nearly 80,000. The city has an annual $191 million operating budget and a $315 million capital improvements budget.

Milpitas is the eighth-fastest growing city in the United States according to the US Census, and the second-fastest in California. It has the third highest job growth among the 515 qualifying cities rated by Wallet Hub. The homeownership rate is close to 70%, and the Milpitas housing market remains relatively affordable in Santa Clara County. Milpitas is often called the "Crossroads of Silicon Valley" with most of its 14 square miles situated between two major freeways (I-880 and I-680), Route 237, and a County expressway. In June 2018, Livability Magazine ranked Milpitas fifth by out of more than 2,000 American cities for "Best Cities for STEM Workers."

We encourage you to check us out at: http://www.ci.milpitas.ca.gov/

The Opportunity

This position serves as the first line supervisory capacity within the Communications Center; to supervise, schedule, train and evaluate assigned personnel; to receive incoming calls for police or fire assistance and dispatch necessary units; and to perform the more complex duties within the Emergency Communications Center. This classification is distinguished from the Communications Dispatcher by the supervision of the activities of an assigned shift and the performance of the more complex duties and responsibilities of the Emergency Center. Positions within this class provide supervision to assigned staff within the Center, and assume responsibility for some of the administrative tasks relative to the operation of the Center.

What You Will Do

Duties may include, but are not limited to the following:

Supervise, schedule, and coordinate the activities of an assigned shift within the Emergency Communications Center.

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Prepare work schedules to provide for adequate coverage on all shifts; prepare vacation leave and overtime schedules.

Perform the emergency and non-emergency dispatching of public safety personnel as needed.

Perform a variety of record keeping, filing, indexing and other general clerical work including data input and retrieval necessary to the communications function.

Prepare special reports and studies as requested.

Evaluate assigned personnel.

Provide on-going training to assigned personnel in terms of City policies, procedures, rules and regulations.

Train new personnel in the communications functions and the operation of the Emergency Communications Center.

Order supplies and maintain proper inventory levels.

Experience and Education

Five years of increasingly responsible experience dispatching for a Law Enforcement Agency AND

Equivalent to the completion of the twelfth grade.

License and Other Requirements

Possession of or ability to obtain and maintain a valid California Driver's License.

Possession of an ability to maintain a Basic Public Safety Dispatcher Certificate issued by California Commission on Peace Officer Standards and Training (POST) is required within eighteen (18) months of appointment.

Special Requirements

Essential duties require the following physical abilities and work environment:

General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds; able to travel to various locations within and outside the City of Milpitas.

Selection Process

Applicants whose qualifications best meet our current needs will be invited to participate in the selection process that may consist of an assessment of the candidate's written skills, computer skills, and an oral board interview.

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Meeting the minimum requirements listed in this job description does not guarantee advancement in subsequent phases of the selection process.

To Apply

Submit application, resume, and copies of required certificates online at www.calopps.org or to the Human Resources Department, City of Milpitas, 455 E. Calaveras Blvd, Milpitas, CA 95035, (408) 586-3090.

A complete job description is available on the City of Milpitas website: www.ci.milpitas.ca.gov (under Classification and Compensation) or from Human Resources.

The City reserves the right to close or re-open the recruitment at any time. Incomplete and/or inaccurate application materials may result in disqualification from the recruitment process.

Candidates will receive all communications by email regarding the recruitment process, which includes, but is not limited to, application status, testing dates, and interview scheduling. If you require alternate communications, please contact Human Resources at (408) 586-3090.

Benefits

The City provides an excellent array of benefits that includes the following. This position is represented by the Milpitas Police Officers Association bargaining group. Benefits Information is available online at:

http://www.ci.milpitas.ca.gov/milpitas/departments/about-human-resources-2/benefits/

http://www.ci.milpitas.ca.gov/_pdfs/hr_mou_poa.pdf

The City of Milpitas is an Equal Opportunity/ADA employer. Reasonable accommodation in the application, examination, and selection process will be made upon request to Human Resources at (408) 586-3090.

The information contained in this announcement does not constitute either an expressed or implied contract and these provisions are subject to change.