



We invite applications for the position of:  
**PUBLIC SAFETY DISPATCHER III**

\$96,651 to \$117,480 Annually

Plus a comprehensive benefits package and **\$5,000 new hire bonus\***  
(paid in two payments: \$2,500 in your first paycheck and \$2,500 in the first paycheck following successful completion of probationary period).

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*"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*

### Why Consider The City of Mountain View?

It's simple. We are a **passionate team of professionals committed** to providing **excellent service** to the **community** we serve, and we want you to join us! When you become part of the City of Mountain View family, you will find this is not just a J-O-B, it is a way of life for those who seek a mission-oriented culture.

### About This Role

We want a highly **motivated, reliable, and skilled** individual to join the Police Department for the position of Public Safety Dispatcher III with the City of Mountain View. You will join a fast-paced 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. The detailed job description for Public Safety Dispatcher III is available on the City's website [here](#).

### What You Bring

- Education equivalent to the completion of 12th grade
- Two full-time years of experience equivalent to a Public Safety Dispatcher II
- Possession of the POST Certified Basic Police Dispatcher's Certificate
- A valid California Class C driver license
- Completion of the City's or POST Certified supervisory training within one year of appointment

### Who You Are

- You know how to talk to people and are passionate about providing exceptional service, both to the public and to your fellow employees
- You are well-versed in promoting an effective and positive team environment
- 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 and remain calm in stressful situations.

### What You'll Do

- Perform all functions of a public safety dispatcher including answer calls for Police, Fire, and contract agencies; determine the nature and severity of each call; promptly select emergency response units in accordance with agency policies; refer non-emergency calls as appropriate; monitor potentially dangerous situations and dispatch assistance as required; maintain radio contact with field units; and input and maintain detailed records and logs.
- Provide front-line supervision and training to Public Safety Dispatcher I and II staff.
- Execute basic trouble shooting and appropriate notification of equipment failures.
- Liaison with on-duty Police, Fire, and contract agency supervisors.

### What We Offer

- **Benefits:** Comprehensive benefits package including generous paid leave and group health coverage
- **Retirement:** CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction
- **Wellness:** Wellness minded culture including access to an onsite employee gym and incentive pay for participating in the City's wellness program; up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution; discounts for carpools and ride-shares; and a bicycle commute incentive

- *Employee Appreciation:* Employee appreciation days and activities
- *Educational Incentives:* Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree or approved leadership programs

**Are You Ready? Apply.**

Submit your application and resume 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. **Please provide a valid email address on your application.** This recruitment will end on Monday, June 24, 2019 at 5:00 p.m. (Postmarks, faxes, emails, and interoffice mail will not be accepted if not received by the filing deadline). The most appropriately qualified candidates will be invited to an oral board interview (weighted 100%). Depending on the number of applicants this process may be altered. Qualified candidates are encouraged to apply early!

**Fine Print.**

\*The \$5,000 new hire bonus is reserved for new hires; current City of Mountain View employees are not eligible.

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.

NOTE: The provisions of this bulletin do not constitute an expressed or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.



## CITY OF MOUNTAIN VIEW PUBLIC SAFETY DISPATCHER III

### Pre-Qualifying Questionnaire

1. In order for your application to be considered for this position, you must submit your POST Certified Basic Police Dispatcher's Certificate. Do you have your POST Certificate ready to attach to your City of Mountain View application?

- Yes  
 No