



City of Milpitas

We invite applications for the position of: Communications Dispatcher

Annual Salary Range: \$92,617.72 - \$112,575.84

Post Date: April 25, 2019

Close Date: Continuous

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

The Milpitas Police Department is a full service department, with approximately 102 employees (approximately 95 sworn). The department provides public safety to 72,606 residents in a 13.63 square mile urban area. A wide variety of services include a SWAT Team, K-9 Unit, Crime Prevention Unit, Detective Bureau, and Traffic Safety Unit.

Communications Dispatchers receive incoming calls for police or fire assistance and dispatch necessary units; operate various communications equipment; and perform a variety of general support duties related to communication activities, including record keeping, data input/retrieval, and filing.

What You Will Do

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

Receive emergency calls from the public requesting police, fire, or other emergency service; determine nature and location of emergency, determine priority, and dispatch emergency units as necessary and in accordance with established procedures.

Maintain contact with all units on assignment; maintain accurate status and location of police field units and fire units.



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Answer non-emergency calls for assistance; answer maintenance services emergencies on weekends and holidays.

Prioritize and coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Answer incoming phone calls; screen calls and route to appropriate person or office.

Enter, update, and retrieve information from various databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Quickly evaluate emergency situations and develop logical working solutions.

Perform a variety of record keeping, filing, indexing, and other general clerical work including data input and retrieval.

Confirm warrants; verify electronic record matches physical record.

Test and inspect equipment as required.

Monitor alarm systems covering City's facilities.

Communicate via radio to Fire and Police Units.

Perform related duties as assigned.

Experience and Education

Equivalent to the completion of the twelfth grade.

License and Other Requirements

Must possess and maintain throughout employment a valid California Driver's License.

Possession of a typing proficiency certificate with a minimum of 35 net words per minute within the past year.

Possession of a POST Basic Dispatch Certificate and knowledge of Computer Aided Dispatch highly desirable.

All applicants must have passed the CitiCall test within one year prior of the final filing date. The CitiCall test must have included the following modules to be considered for this process: Decision Making, Data Entry, Call



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Summarization, Cross Referencing, Memory Recall, Memory Recall-Numeric, Prioritization, Map Reading and Reading Comprehension. If the submitted CritiCall test results exclude one or more of these referenced modules, the test will be considered incomplete and will result in disqualification. To obtain further information on the CritiCall testing schedule and process, please visit: <http://theacademy.ca.gov>.

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.

The position requires a minimum typing speed and you must provide written verification that you meet this requirement. Typing verifications must be submitted along with your application in addition to any other requested documents listed in this announcement.

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

To Apply

You may visit the City of Milpitas website at www.ci.milpitas.ca.gov or www.CalOpps.org to apply online. All of the following should be compressed and scanned into one document and attached to your application:

- A completed online application
- A resume
- Copies of typing certification
- Copy of passing score on CritiCall test

You may submit your application to the Human Resources Department at Milpitas City Hall, 455 E Calaveras Blvd. Milpitas, CA 95035.

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.



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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.

This recruitment is open until a sufficient number of applications have been received for interviewing purposes and is subject to close at any time without prior notice. Candidates are therefore encouraged to promptly submit their application and supplemental questionnaire responses.

Benefits

The City provides an excellent array of benefits that includes the following. This position is represented by the Milpitas Police Officers Association (MPOA) 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.