



City of Milpitas

We invite applications for the position of: Lateral Communications Dispatcher

Annual Salary Range: \$92,617.00 – \$112,575.84

Post Date: September 5, 2019

Close Date: Continuous

THE COMMUNITY

Located at the southern tip of the San Francisco Bay, Milpitas is a progressive community that is an integral part of the Silicon Valley. With a diverse resident population of 78,106 the City of Milpitas sees each of the approximate 432 full-time equivalent employees as committed to accomplishing the community's vision by providing fiscally sound, superior services.

Milpitas has been recognized as one of the top 10 Best Cities for Science, Technology, Engineering and Mathematics (STEM) Workers, approximately 28% of the jobs are in the STEM category. According to the US Census, Milpitas was the 8th fastest growing city in the United States, and the 2nd fastest growing in California. Milpitas also boasts the 3rd highest job growth among the 515 qualifying cities by Wallet Hub. Milpitas is home to an industrious and well-educated community with an average household income exceeding the County average. The homeownership rate is close to 65% and the housing market in Milpitas remains affordable relative to the majority of Santa Clara County.

Milpitas is at the heart of Silicon Valley and is often called the "Crossroads of Silicon Valley" with most of its 13.63 square miles of land situated between two major freeways (I-880 and I-680), State Route 237, and a County expressway. With existing light rail and BART extension opening in 2019, the transit hub adjacent to the Great Mall facilitated high density transit-oriented development with over 2,100 units being built. There are approximately 1,790 acres, or 2.9 square miles designated for various industrial uses.

An additional 350 acres are dedicated to regional and community retail centers supporting 3.5 million square feet of commercial shops. The Great Mall of the Bay Area is the largest enclosed mall in Northern California, with approximately 1.1 million square feet of leasable space for retail and entertainment operations. Several local shopping centers service regional needs including Asian-oriented retail and services. The City provides a multitude of outstanding recreational opportunities, including aquatics, cultural arts and theater, sports leagues and activities, youth and senior programming and activities.

THE CITY GOVERNMENT

Incorporated in 1954, the City of Milpitas is a bustling general-law city supervised by a council-manager form of government. Milpitas is a full-service city which includes Police, Fire, and a water utility and sewer utility. The Council makes planning and policy decisions for residents, and oversees the City's \$253.2 million budget. Issues currently challenging the City include development, quality of life, and traffic.

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



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THE OPPORTUNITY

The Milpitas Police Department is a full-service department, with approximately 102 employees (approximately 95 sworn). The department provides public safety to nearly 80,000 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.
- 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.

Minimum of two (2) years of experience dispatching in a Law Enforcement Agency.

Proficiency with TriTech Inform CAD and DOJ databases is highly desirable.



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License and Other Requirements

Possession and maintenance of valid California Driver's License is required.
Possession of a California P.O.S.T. Public Safety Dispatcher Basic Certificate.
Must be certified to type at rate of 35 Net Words per Minute.

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

Submit application, supplemental questions, and resume 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 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



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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.