

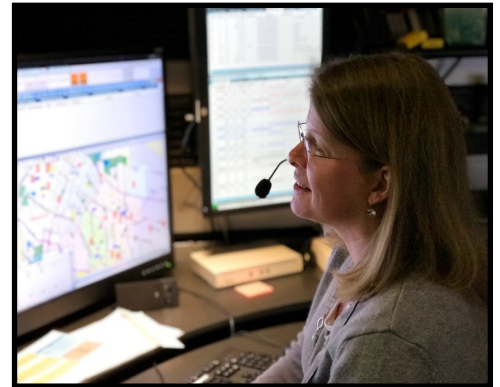


We invite applications for the position of:
PUBLIC SAFETY DISPATCHER II (LATERAL)
 \$90,516.66 to \$110,004 annually plus 5.5% Holiday In-Lieu pay
Classic CalPERS members - 2.7% at 55
Choice of defined benefit or defined contribution retiree health
 Plus a **\$10,000 signing bonus – \$5,000 paid in first pay period***
Regular and limited period positions available**

“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

About Our Team

- We are a dedicated team of professionals committed to providing excellent service to our community and we are looking for lateral dispatchers to join our fast-paced, team oriented environment.
- The City provides a comprehensive benefits package including 2.7% @ 55 CalPERS formula for classic employees, a generous tuition reimbursement program which includes a one-time opportunity for up to \$20,000 for the completion of a work-related bachelor’s or master’s degree, retirees health, and a \$10,000 signing bonus for qualified lateral hires. More details about benefits are located at the end of this brochure.
- We provide dispatchers with specialized training, such as, Communications Training Officer, Fire Incident Dispatch Team and SWAT Tactical Dispatcher.



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, and Midpeninsula Regional Open Space District.
- Make rapid determination of the nature of each call and the degree, severity, and location of any emergency.

What You’ll Do

- Operate a Computer Aided Dispatch (CAD) Intergraph system with speed and accuracy to create events for service, dispatch Police and Fire and document field unit activity.
- Deftly utilize and multi-task between the telephone, radio and CAD systems all from the same work console.
- Responsible for 9-1-1, text to 911, and non emergency call triaging and implementing Emergency Medical Dispatch services over the phone as appropriate.
- Make rapid determination of the location, nature, time element and degree of severity for any presented emergency or situation. If necessary, refer callers to the appropriate agency or other resource.
- Question callers who may be distraught, angry or incoherent to elicit information necessary for emergency response that is as complete and accurate as possible; enter the subsequent information into the CAD system.
- Select emergency response field units in exact accordance with established user agency policies and procedures.
- Promptly and accurately alert and relay critical facts verbally and digitally to appropriate emergency response units in exact accordance with user agency policies and procedures.
- Maintain an accurate record of location and current status on all emergency response field units. Maintain radio contact with field units and enforces proper channel control, discipline and courtesy.
- Closely monitors any situation presenting a potential danger to life or safety of emergency field unit personnel and/or citizens; take immediate action to dispatch assistance as required.
- Maintain records and logs within the CAD system reflecting the details of all created events.
- Access automated law enforcement systems, input data and information and make accurate entries into automated record files in accordance with applicable laws, statutes, and Department of Justice requirements.

What You Bring

- One year or more of recent experience as a public safety dispatcher comparable to the position of PSD I
- Equivalent to the completion of the 12th grade
- Ability to type 35 (net) words per minute
- Possession of the P.O.S.T Certified Public Safety Dispatcher Basic Certificate (may be substituted by out-of state Emergency Call Center certificate/license)
- Possession of a California Class C driver license within six months of appointment

Bonus Points (Highly Desirable):

- 18 months of experience with 911, text to 9-1-1, and non emergency call triaging, dispatching police, fire and providing emergency medical dispatch services with a law enforcement agency
- Possession of an Emergency Medical Dispatch (EMD) Certification



Who You Are

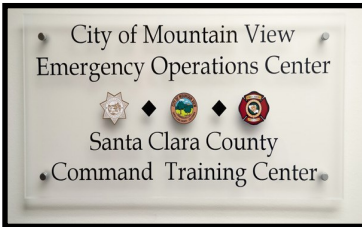
- You have the ability to multi-task and triage incoming calls and radio communications.
- You are a strong communicator with excellent interpersonal skills who knows how to talk to people, elicit pertinent information, and remain calm in stressful situations.
- You can think outside the box and come 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 highly motivated, mature and willing to work weekends, various shifts, holidays and overtime as required.

What We Offer

- **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.
- **Health Insurance:** The City offers a choice of 4 medical plans (two HMO plans, one PPO, and one HDHP/HSA) through Health Net and Kaiser. The employee premium cost for single health coverage ranges from \$21 to \$167 per month. The City pays the full premium for vision coverage and full dental premiums for the employee as well as a large portion of dependent coverage.
- **Retiree Health Plan:** Employees can participate in a defined benefit or a defined contribution retiree health plan. Vesting for the defined benefit plan is 15 years and the defined contribution plan is five years.
- **Special Pay:** Holiday in lieu pay (5.5%) added to biweekly salary.
- **Tuition Reimbursement:** 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.
- **Deferred Compensation:** Three deferred compensation plans are available for voluntary employee contributions.
- **Other Benefits:** City offers an Employee Assistance Program (EAP), short and long-term disability, life, and accidental death and dismemberment insurances (paid for by the City), IRS Section 125 flexible benefits or pretax child care, and commuter benefits. The City also has a gym, a robust wellness program and **City sleeping quarters available to Public Safety Dispatchers.**
- **Professional Support:** Department budgeted funds for employee training attendance at courses sponsored by the State of California Commission on Peace Officer Standards and Training (POST) and National Academy of Emergency Medical Dispatch (NAEMD), in addition to a robust internal training program to promote career growth and succession planning.

CITY OF MOUNTAIN VIEW CULTURAL IDEALS

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



Are You Ready? Apply!

Submit your application, resume, supplemental questionnaire and California POST Certified Public Safety Dispatcher Basic Certificate or equivalent out-of-state Emergency Call Center certificate/license online at 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.

Interview Process

Candidates with the most relevant qualifications will be invited to an Employee Information Orientation and will follow with an oral board interview (weighted 100%) on a future date. Select candidates who pass the oral board interview will be invited to interview with Police Department staff. Depending on the number of applications, the above process may be altered.

Employee Information Orientation

The Employment Orientation provides applicants with an overview of the Emergency Communications Center, an opportunity to meet our staff, learn about the interview process, opportunities for sit-alongs, the background process and other requirements.

Fine Print

*The \$10,000 new hire bonus is reserved for new full-time hires; current City of Mountain View employees are not eligible (excluding hourly). **The City currently has multiple dispatcher vacancies (both regular and limited-period). Limited period positions are currently approved through June 30, 2020 with potential for renewal on a year to year basis.

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.

Attention City of Mountain View employees: This position qualifies under the Referral Incentive Program. A Referral Incentive Form must be submitted prior to the applicant's initial interview to qualify for the incentive. For questions, see Administrative Instruction 3-27 and contact Human Resources for more information.

CITY OF MOUNTAIN VIEW
PUBLIC SAFETY DISPATCHER II
SUPPLEMENTAL QUESTIONNAIRE

1. **Have you completed the California POST Certified Public Safety Dispatchers' Basic Course?**
 - Yes
 - No

2. **Do you possess the California Public Safety Dispatcher Basic Certificate issued by the Commission on Peace Officer Standards and Training (POST)?**
 - Yes
 - No

3. **If you selected 'no' to Question #2, do you possess an out of state Emergency Call Center certificate/license equivalent to California POST standards?**
 - Yes
 - No
 - N/A

4. **Please select the areas of dispatch that you have experience in:**
 - 911, text to 9-1-1, and non emergency call triaging
 - Police Dispatching
 - Fire Dispatching
 - Emergency Medical Dispatch services

5. **Please describe your dispatch experience in a law enforcement agency in the categories you selected in Question #4: 911, text to 9-1-1, and non emergency call triaging; Police Dispatching; Fire Dispatching; or providing Emergency Medical Dispatch services.**