



CITY OF MOUNTAIN VIEW

Valued Employees Enhancing Our Community

We invite applications for the position of:

PUBLIC SAFETY DISPATCHER I/II

(ENTRY-LEVEL AND LATERAL)

Public Safety Dispatcher I—\$92,606 to \$112,538 annually*

Plus a **\$5,000 signing bonus—\$2,500 paid in first pay period****

Public Safety Dispatcher II—\$103,277 to \$125,513 annually*

Plus a **\$10,000 signing bonus—\$5,000 paid in first pay period****

Classic CalPERS members - 2.7% at 55

Choice of defined benefit or defined contribution retiree health

Regular and limited period positions available**

“Analyze, Adapt,, Improvise, Overcome and Repeat” is the hallmark of successful dispatchers everywhere . We never know what exactly we will be faced with, but we have the skills and the knowledge to figure out how to help the people who need us the most in some of the worst moments of their lives. — Jennifer Wandruff, 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 entry-level and lateral dispatchers to join our fast-paced, team oriented environment.
- We provide dispatchers with specialized training, such as Communications Training Officer, Fire Incident Dispatch Team and SWAT Tactical Dispatcher.

What We Do

- 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.
- Process over 132,000 inbound and outbound calls a year.

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.
- Link to the detailed job description is [here](#).

Public Safety Dispatcher I (Entry-Level)

What You Bring

- One year of customer service experience
- Equivalent to the completion of the 12th grade
- Ability to type 35 (net) words per minute
- Recent completion of a POST Dispatcher Test or CritiCall Test

Public Safety Dispatcher II (Lateral)

What You Bring

- 18 months 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 California P.O.S.T. Certified Public Safety Dispatchers' Basic Course completion 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)

- Experience with 911, text to 9-1-1, and non emergency call triaging, dispatching police, fire and providing emergency medical dispatch (EMD) services with a law enforcement agency
- Possession of an EMD Certification or a California P.O.S.T. Certified Public Safety Dispatcher Basic Certificate

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.
- Skillfully utilize and multi-task between the telephone, radio and CAD systems.
- Responsible for 9-1-1, text to 911, and non emergency call triaging and implementing EMD services over the phone.
- Make rapid determination of the location, nature, time element and degree of severity for any situation.
- Question callers to elicit information necessary for response and enter the information into the CAD system.
- Select emergency response field units in 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 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 and taking immediate action to dispatch assistance.
- Maintain records and logs within the CAD system reflecting the details of 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 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.
- **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.

Are You Ready? Apply!

Submit your application, resume , supplemental questionnaire 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.

Lateral Dispatchers—Please submit your California POST Certified Public Safety Dispatcher's Basic Course completion certificate or out-of-state Emergency Call Center certificate/license with your application.

Entry-Level Dispatchers –

The following documents **must** be submitted with your application (documents must be dated within 12 months of application date):

- Typing Certificate from an approved local agency (online typing certificates will not be accepted)
- Passing CA POST Entry-Level Dispatcher Selection Test Battery (POST Dispatcher Test) or CritiCall Exam Score
We will not accept applications or move applicants forward in the recruitment process for the PSD I position without a passing T-score or CritiCall Exam score.
- **Due to the current situation, and the possibility that exams may be cancelled due to Shelter in Place, only entry-level candidates who already possess a typing certificate and a recent CritiCall or Post Dispatcher Test score will be screened. For those who don't, applications will be placed on hold and candidates will receive status updates periodically.**

Helpful Links:

- Dates and times for the CritiCall exam can be found here (link to sign up):
[South Bay Regional Training Consortium \(https://www.eventbrite.com/o/criticall-exams-12070276604\)](https://www.eventbrite.com/o/criticall-exams-12070276604).
- Dates and times of the POST Dispatcher Test can be found here (link to sign up):
<https://www.eventbrite.com/o/post-dispatcher-tests-11842043075>
- Examples of approved local agencies who can verify your typing speed can be found [here](#)
- Follow us on **Linked In** for future updates! <https://www.linkedin.com/company/city-of-mountain-view/>

Interview Process

Candidates with the most relevant qualifications will be invited to the following process: Skype Interviews (qualifying/non qualifying). Candidates who pass the Skype interview will be invited to an oral panel interview (weighted 100%). 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.

Fine Print

*The posted salary includes 5.5 percent holiday in-lieu pay.

**The new hire bonus is reserved for new full-time hires; current City of Mountain View employees are not eligible (excluding hourlies). 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.

"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

**CITY OF MOUNTAIN VIEW
PUBLIC SAFETY DISPATCHER I/II
SUPPLEMENTAL QUESTIONNAIRE**

1. **Are you applying for Entry Level or Lateral Dispatcher? If applying for Lateral Dispatcher, please proceed to answer Questions 2 through 6.**
 - ☐ Entry-Level Dispatcher
 - ☐ Lateral (Experienced) Dispatcher
2. **Have you completed the California POST Certified Public Safety Dispatchers' Basic Course?**
 - ☐ Yes
 - ☐ No
3. **Do you possess the California Public Safety Dispatcher Basic Certificate issued by the Commission on Peace Officer Standards and Training (POST)?**
 - ☐ Yes
 - ☐ No
4. **If you selected 'no' to Questions #2 & #3, do you possess an out of state Emergency Call Center certificate/license equivalent to California POST standards?**
 - ☐ Yes
 - ☐ No
 - ☐ N/A
5. **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
 - ☐ Other
6. **Please describe your dispatch experience in a law enforcement agency in the categories you selected in Question #5 911, text to 9-1-1, and non emergency call triaging; Police Dispatching; Fire Dispatching; providing Emergency Medical Dispatch services; or other. If you do not have any dispatch experience in a law enforcement agency, please write "N/A".**