



CITY OF MOUNTAIN VIEW

Valued Employees Enhancing Our Community

We invite applications for the position of:
PUBLIC SAFETY DISPATCHER II (HOURLY)
\$47.06 TO \$57.20/HOUR
\$70.60 TO \$85.80/HOUR*

*NEW! Dispatchers currently working full-time for other agencies may qualify for the higher salary range

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 the community and we are looking for lateral dispatchers to join our fast-paced, team oriented environment.
- Hourly lateral dispatchers can work up to 29 hours on a weekly basis.

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.

What You Bring

- 18 months or more of recent experience as a public safety dispatcher comparable to the position of PSD I with the City of Mountain View.
- 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 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 services (EMD) with a law enforcement agency
- Possession of an EMD Certification or a California P.O.S.T. Certified Public Safety Dispatcher Basic Certificate

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 flexible, highly motivated, mature and willing to work weekends, various shifts, and holidays.

CITY OF MOUNTAIN VIEW CULTURAL IDEALS

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

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.

Are You Ready? Apply!

Submit your application 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. Please submit your California POST Certified Public Safety Dispatchers' Basic Course completion certificate or out-of-state Emergency Call Center certificate/license with your application. Application materials will be screened on a continuous basis. Candidates with the most relevant qualifications will be invited to an interview.

Fine Print

***Full-time dispatchers currently performing journey level dispatch duties at other agencies may qualify for the higher hourly salary range (verification of continued full-time employment will be required).**

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.

CITY OF MOUNTAIN VIEW
PUBLIC SAFETY DISPATCHER II (HOURLY)
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 Questions #1 & #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
 - Other

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; providing Emergency Medical Dispatch services; or other. If you do not have any dispatch experience in a law enforcement agency, please write "N/A".**