

Now accepting applications for:

PUBLIC SAFETY DISPATCHER III

\$113,586 to \$138,064*

Plus a \$5,000 new hire bonus paid in two payments: \$2,500 in first paycheck and \$2,500 following successful completion of probationary period.**

*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 hourly).

Why Mountain View?

Because where you choose to work, matters. Because you want to surround yourself with passionate, mission-driven colleagues committed to providing excellent service to the community and each other. Because you want to apply your talents in a place where words like “wellness,” “empathy” and “innovation” are not merely nice sentiments, but are ideals we strive to achieve in everything we do.

“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, has been an incredibly rewarding experience.”

-J. Santos, Lead Public Safety Dispatcher

What's the role?

We want a highly **motivated, reliable, and skilled** individual to join the Police Department for the position of Public Safety Dispatcher III with the City of Mountain View. This is the advanced journey-level classification in the Public Safety Dispatcher series and is distinguished from other classes within the series by the front-line, shift supervision responsibilities assumed. You will join a fast-paced environment, perform emergency communications dispatch and provide critical emergency services. Over 60,000 calls for service are processed through the Mountain View Emergency Communications Center every year. Types of calls vary from 9-1-1 emergencies, burglary reports or medical aide. Emotional states of callers can range from calm to hysterical. As a public safety communications professional, you are directly responsible for the citizens' ability to receive the help they request from EMS, Police or Fire Department Personnel. The detailed job description for Public Safety Dispatcher III is available on the City's website [here](#).

The Essentials

- Education equivalent to the completion of 12th grade.
- Two full-time years of experience equivalent to a Public Safety Dispatcher II.
- Possession of the POST Certified Public Safety Dispatchers' Basic Course completion certificate.
- Possession of a valid California Class C driver license within 6 months of appointment.
- Completion of the City's or POST Certified supervisory training within one year of appointment.

Bonus Points

- Possession of a California POST Public Safety Dispatcher Basic Certificate.
- Possession of a California POST Basic Communications Training Officer Certificate.

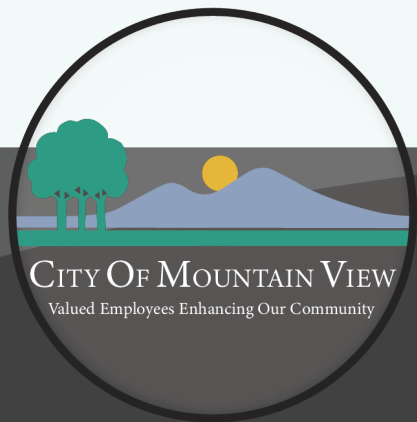
What You'll Do

- Perform all functions of a public safety dispatcher including answer calls for Police, Fire, and contract agencies; determine the nature and severity of each call; promptly select emergency response units in accordance with agency policies; refer non-emergency calls as appropriate; monitor potentially dangerous situations and dispatch assistance as required; maintain radio contact with field units; and input and maintain detailed records and logs.
- Provide front-line supervision and training to Public Safety Dispatcher I and II staff.
- Execute basic trouble shooting and appropriate notification of equipment failures.
- Liaison with on-duty Police, Fire, and contract agency supervisors.

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CULTURAL IDEALS:

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

Apply Now!

Submit your application and resume 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 provide a valid email address on your application. Application materials will be screened on a continuous basis with a **first application review date of Monday, November 30, 2020**. This recruitment is subject to close at any time.

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 interview to qualify for the incentive. For questions, see Administrative instruction 3-27 and call Human Resources for more information.

Are we a Match?

- You know how to talk to people and are passionate about providing exceptional service, both to the public and to your fellow employees.
- You are well-versed in promoting an effective and positive team environment.
- You exercise good judgment and make sound decisions in emergency situations.
- You have the ability to focus and be fully present while working on multiple assignments.
- You are able to anticipate and adapt to fluctuating workloads and remain calm in stressful situations.

The Perks!

• **Comprehensive Benefits:**

- Generous paid leave and group health coverage (medical, dental, vision, EAP, Life & Disability Insurance)
- 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

• **Support for Continuous Learning & Development:**

- Up to \$2,000 in tuition reimbursement for education advancement annually, with a one-time opportunity for up to \$20,000 for the completion of a work-related Bachelor's or Master's.

• **Wellness and Engagement Culture:**

- Access to an onsite employee gym
- Incentive pay for participating in the City's wellness program
- Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution; discounts for carpools and ride-shares; a bicycle commute incentive.
- Ongoing commitment to robust internal communication and feedback.

• **And More:**

- Other Benefits: **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
- Employee appreciation days and activities.

Fine Print. Depending on the number of applications, the above process may be altered. 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 complete a pre-employment process, including a medical exam, psychological screening and an extensive background investigation conducted under POST guidelines, including a polygraph and a Department of Justice (DOJ) and FBI fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination. NOTE: The provisions of this bulletin do not constitute an expressed or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.