



Now accepting applications for:

## **PUBLIC SAFETY DISPATCHER II (HOURLY)**

**\$48.47 TO \$58.92/HOUR\***

**\$72.70 TO \$88.38/HOUR\*\***

\*Regular hourly rate

\*\*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).

### **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.

### **Apply Now!**

Submit your application, resume, California POST Certified Public Safety Dispatchers' Basic Course completion certificate, and supplemental questionnaire online at [caloops.org](http://caloops.org) or to the Human Resources Dept.; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Application materials will be screened on a continuous basis.

Follow us on LinkedIn:



<https://www.linkedin.com/company/city-of-mountain-view/>

### **What's the role?**

We're looking for a dedicated and self-motivated professional to take on the role of hourly Public Safety Dispatcher II. You will join a fast-paced, dynamic team environment, providing public safety dispatching duties within the POLICE DEPARTMENT. If you are looking to make a positive impact on the community in a vital role, this position is for you! Review our detailed job description [here](#). Hourly Public Safety Dispatchers must be able to commit to a minimum of 10 hours and a maximum of 29 hours per week during our dispatcher training program (duration of the training program will vary depending on skill and experience level of the individual). Upon completion of the dispatcher training program, hourly dispatchers will be expected to work a minimum of 20 hours per month. Hourly lateral dispatchers may work up to 29 hours on a weekly basis depending on staffing needs.

### **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
- Possession of a California Class C driver license within six months of appointment.

### **Bonus Points**

- 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 and work at a high-level as an integral member of a team.
- 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.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Department 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.