



City of Mountain View (CA)

## Public Safety Dispatcher II (Lateral)

<b>SALARY</b>	\$4,404.26 - \$5,352.50 Biweekly \$9,542.56 - \$11,597.08 Monthly \$114,510.76 - \$139,165.00 Annually	<b>LOCATION</b>	Police/Fire Administration Building
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	202400016
<b>DEPARTMENT</b>	Police Department	<b>DIVISION</b>	Public Safety Support Services
<b>OPENING DATE</b>	08/30/2024	<b>FLSA</b>	Non-Exempt
<b>BARGAINING UNIT</b>	SEIU		

### What's the Role and What You'll Do



### \$10,000 NEW HIRE BONUS

Bonus is paid in two payments; \$5,000 in your first paycheck and \$5,000 following successful completion of the probationary period.

The \$10,000 new hire bonus is reserved for new hires; City of Mountain View employees are not eligible.

We're looking for a **highly skilled, experienced professional** who enjoys working in a collaborative, team-oriented environment to take on the role of **Public Safety Dispatcher II**. You will join a **fast-paced, dedicated team of professionals** within the **Police Department**. Our Dispatch Team selects and dispatches emergency response units, monitors field personnel and dispatch assistance for Police, Fire, and Midpeninsula Regional Open Space District. We make a rapid determination of the nature of each call and the degree, severity, and location of any emergency, while processing over 132,000 inbound and outbound calls a year. If you are looking to **make a difference in Mountain View's diverse community while working with the Emergency Communications Center**, this position is for you! Review our detailed job description [here](#).

### 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.

## The Essentials

### Public Safety Dispatcher II

- 18 months or more of recent experience as a public safety dispatcher with Police, Fire, and/or EMD skills
- 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

- Experience with Intergraph CAD, IWS phone system, Motorola 7100 consoles, text to 9-1-1, Rapid Deploy, 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, First Aid or a California P.O.S.T. Certified Public Safety Dispatcher Basic Certificate

## Are We a Match?

- 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.

## Apply Now

Submit your application, resume, California POST Certified Public Safety Dispatcher's Basic Course completion certificate online at [GovernmentJobs.com](http://GovernmentJobs.com) or to the Human Resources Department; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903- 6309. Please provide a valid email address on your application.

Out of state candidates should submit their out-of-state Emergency Call Center certificate/license with their application. Application materials will be screened on a continuous basis.

Candidates with the most relevant qualifications will be invited to the following process that may include:

- Oral board interview
- Select candidates who pass the oral board interview may be invited to interview with staff from the Police Department for a more in-depth discussion regarding the position.

Depending on the number of applicants, this process may be altered. Qualified applicants are encourage to apply early.

### Fine Print

Candidates will be required to successfully pass a medical exam, psychological screening and an extensive background investigation conducted under POST guidelines, including a polygraph and 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 necessary disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

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).

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.

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**Agency**

City of Mountain View (CA)

**Address**

500 Castro Street

Mountain View, California, 94041

**Website**

<https://www.mountainview.gov/>