



City of Campbell, CA



www.calopps.org/city-of-campbell
Job Listing: 20321928

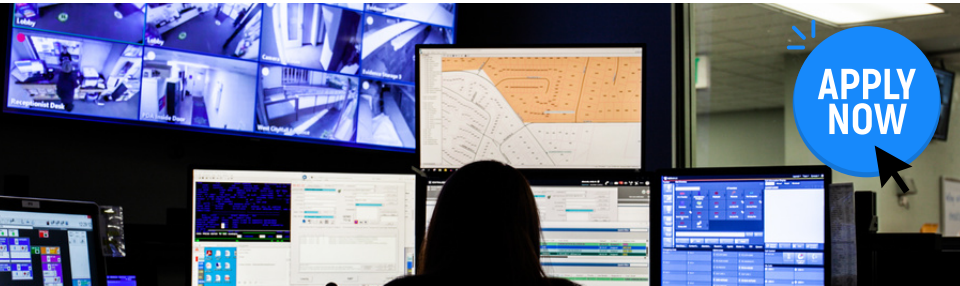
THE CITY OF CAMPBELL INVITES YOUR
INTEREST FOR THE POSITION OF

PUBLIC SAFETY DISPATCHER

\$100,588.80-\$125,622.54* ANNUALLY DOE

*Top step salary reflects: Holiday in-lieu for City Observed Holidays (4.8%), Advance Post pay (\$100 per pay period)

Close Date: Continuous



**APPLY
NOW**



408.866.2123



www.campbellca.gov



PUBLIC SAFETY DISPATCHER

City of Campbell

THE CITY OF CAMPBELL

The City of Campbell, centrally located in the Santa Clara Valley, 50 miles south of San Francisco, and bordered by San Jose, Los Gatos, and Saratoga, was founded in 1846 by Benjamin Campbell. It was incorporated as a General Law City in 1952 and has a Council/Manager form of government. City departments, in addition to the City Manager's Office, include Police, Public Works, Community Development, Finance, and Recreation and Community Services. Campbell is a suburban community with a population of 42,754 and a balance of land uses – commercial, industrial, and quality housing – within its six square miles. Local schools are operated under the Campbell Union School District and the Campbell Union High School District – both well respected districts.

THE POSITION

Under general supervision, to receive and transmit routine and emergency telephone, radio and computer messages; to keep a variety of police records; and to do related work as required.

THE IDEAL CANDIDATE will possess the following knowledge, skills, and abilities:

- React quickly and calmly to emergency situations;
- Analyze situations quickly and accurately, while taking effective action to assure officer and public safety;
- Establish and maintain tactful, courteous, and effective working relationships with those contacted in the course of work, including coworkers and the public;
- Understand and interpret map information;
- Accurately input a variety of material on a computer keyboard at a rate that satisfies the needs of the department;
- Memorize and retain detailed information;
- Listen and effectively act upon many directions and requests simultaneously;
- Learn police procedures and assume responsibility for performing assigned duties with a minimum of supervision;
- Learn and utilize the full capabilities of the computer-aided dispatch system and law enforcement radio communications system;
- Monitor and respond to alerts from multiple computer applications; and
- Work any assigned shift, day, night, or variation including weekends and holidays and overtime.



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City of Campbell

Typical Duties include, but are not limited to:

- Answers all telephone calls promptly and courteously;
- Makes rapid and accurate determination of the nature of each call and the degree, severity, and location of any emergency;
- Refers non-emergency callers to the appropriate agency or other resource;
- Questions emergency callers to elicit complete and accurate information necessary for emergency response and enters information in the computer-aided dispatch system;
- Gather information using multiple audio and visual resources;
- Selects emergency response units in exact accordance with established user agency policies and procedures;
- Promptly and properly alerts response units in exact accordance with user agency policies and procedures;
- Maintains current status on all field units;
- Closely monitors any situation presenting a potential danger to the life or safety of field personnel and takes immediate action to dispatch assistance as required;
- Maintains radio contact with field units and enforces proper channel control, discipline, and courtesy;
- Maintains records and logs reflecting the outcome and details of emergency incidents;
- Participates in training and evaluation activities to establish and maintain a high level of proficiency;
- Accesses automated law enforcement systems, inputs data and information, and makes accurate entries into automated record files in accordance with applicable laws, statutes and Department of Justice requirements; and
- Builds and maintains positive working relationships with coworkers, other City employees, and the public using principles of good customer service.



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QUALIFICATIONS

Knowledge of:

- Standard communications principles and methods for public service dispatch activities;
- Standard office procedures and methods, including filing and the operation of common office equipment;
- Correct English usage, spelling, punctuation and grammar.

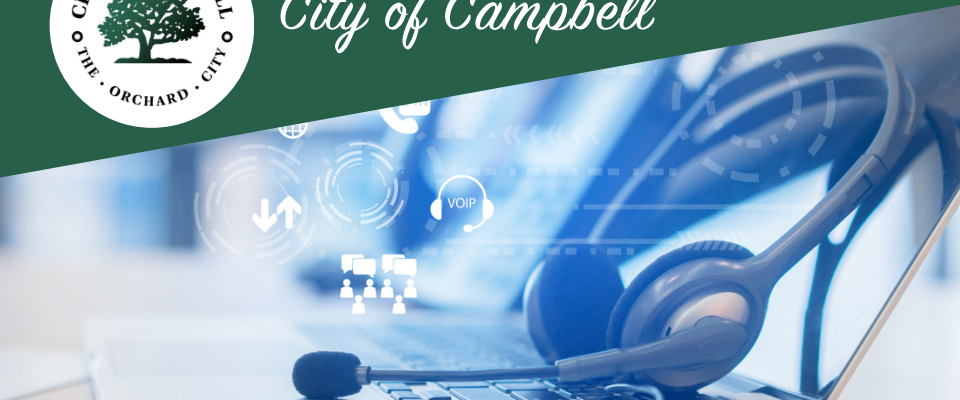
Ability to:

- Communicate clearly and concisely with persons under extreme emotional stress;
- Operate a computer aided-dispatch system;
- Establish and maintain effective working relationships with those contacted in their course of work including the general public;
- Type into a computer terminal at a net rate of 40 words per minute;
- Quickly learn the policies, procedures and performance standards pertaining to the work; hear accurately and distinctly;
- Speak clearly and precisely; write legibly; work in a team-based environment and achieve common goals;
- Work in a confined area, wearing a headset which restricts physical movement about the work area;
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record;
- View multiple video display terminals for extended periods of time in low variable light conditions;
- Distinguish and interpret the meaning of colors on video display terminals;
- Distinguish and comprehend simultaneous communications from several sources;
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time;
- Perform a high standard of customer service, professional conduct and civic responsibility.



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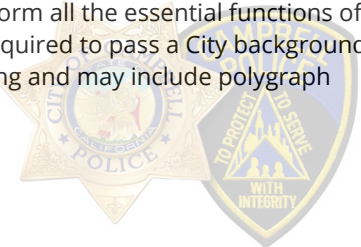
Essential duties require the following physical abilities and work environment:

- General office environment; sit and/or stand for long periods of time;
- Repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds;
- Able to travel to various locations within and outside the City of Campbell.

Hours of Work: Public Safety Dispatchers typically work 12 hours shifts, with 4 work days one week and 3 work days the following week. Shifts available area a day and night shift, or variation, that can rotate every six months. Dispatchers may have to work weekends, holidays and overtime.

Special Conditions: Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

Other Requirements: Must be able to perform all the essential functions of the job assignment. All candidates will be required to pass a City background investigation, which will include fingerprinting and may include polygraph and/or psychological testing.





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MINIMUM QUALIFICATIONS

Education & Experience:

- Graduation from an accredited high school (GED may be substituted for a high school diploma); **plus**
- One year of successful full-time responsible experience performing work where the essential functions of the job involved public contact, computer usage or heavy telephone traffic.

REQUIRED DOCUMENTS FOR APPLICATION:

Applicants must submit proof of successful completion of:

1. **Typing Certificate** certifying a minimum of 40 wpm dated within one year of the application date; **AND**
2. **Criticall Dispatcher test** with a passing score; **OR**
3. **P.O.S.T. Entry-level Dispatcher Test** with a T-score of 50 or above.

Online typing certificates will be accepted. If you do not have a typing certificate and would like to take the test in person, please schedule an appointment at a vocational school or a staffing agency. Express Employment in San Jose offers typing certification tests. To schedule, please call (408) 378-2700.

The P.O.S.T Entry-level Dispatcher Test and the Criticall Dispatcher will be held at the South Bay Regional Public Safety Training Coyote. Applicants are responsible for calling each location to check dates and make an appointment. Please make arrangements to sign up for one of these tests in advance.

LATERAL APPLICANTS:

Lateral applicants that are currently employed as a Public Safety Dispatcher (non-probationary) do not need to submit proof of test scores, however a California POST Dispatcher Academy Certificate is required.



PUBLIC SAFETY DISPATCHER

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APPLICATION PROCESS

Apply immediately. This recruitment is open on a continuous basis and selections may be made at any time within the process.

To Apply: Click [HERE](#)

Applications are only accepted online. Emailed or faxed applications will not be accepted. Résumés should be attached separately. "See Resume" will not be accepted in lieu of your work employment history section. A completed employment application and responses to the supplemental questionnaire must be received by the Human Resources Division by the closing date.

Supplemental Questionnaire: In order to further evaluate your training and experience relevant to the position. Applications that indicate "See Resume" or do not include responses to the supplemental questionnaire will be rejected.

TESTING PROCESS

Following initial screening of applications and supplemental questions, those applicants with the most appropriate qualifications will be invited to continue in the selection process.

TENTATIVE RECRUITMENT SCHEDULE

Close: Continuous

Screening: March 8-10, 2023

Oral Board: Week of March 20-24, 2023

For questions regarding this recruitment, please call City of Campbell Human Resources at 408-866-2122 or email HR@campbellca.gov.

Prior to hire, candidates will be required to successfully complete a pre-employment process, including employment verification and a Department of Justice (DOJ) 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. 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 Campbell is an Equal Opportunity Employer (EOE).



PUBLIC SAFETY DISPATCHER

Compensation and Benefits

The annual salary range for this position is \$100,588.80 - \$125,622.54*. Placement within this range will be dependent on qualifications and experience.

*Top step salary reflects: Holiday in-lieu for City Observed Holidays (4.8%), Advance Post pay (\$100 per pay period)

The City also offers a competitive benefits package that includes:

- **Retirement:** CalPERS - Formula dependent on hire date and member status in CalPERS. Please see our [benefit summary](#) for more information.
- **Health Insurance:** The monthly Cafeteria Plan Allowance: Based on selected level of coverage, as follows: Employee Only Coverage: \$913.74; Employee Plus One Coverage: \$1,827.48, Employee Plus Family: \$2,375.72 to use towards a CalPERS medical plan or cash out opt: \$750/month.
- **Vision/Dental Insurance:** The City pays the monthly premium for employees and their eligible dependents through VSP and Delta Dental.
- **Deferred Compensation:** City contributes \$22 per pay period Mission Square Retirement 457 Plan available
- **VEBA Plan (Voluntary Employee Benefit Association):** City contributes \$71.16 per pay period.
- **Vacation:** Accruals are based on length of service. Employees can earn 11-21 days of vacation based on years of service.
- **Sick:** Accrued at an unlimited rate of 3.69 hours of sick leave per pay period.
- **Holiday:** In exchange for holiday pay, members in CPCEA will receive 4.8% in lieu pay and 16 hours of Floating Holiday per year. New employees receive the appropriate prorated portion of this entitlement upon hire.
- **Tuition Reimbursement:** Up to \$3,000 per fiscal year

The City also offers a flexible spending plan, employee assistance program, long term disability, long term care and other voluntary insurance plans.