



County of Santa Clara

Communications Dispatcher I - Unclassified

SALARY	\$48.92 - \$59.16 Hourly \$3,913.76 - \$4,732.64 Biweekly \$8,479.81 - \$10,254.05 Monthly \$101,757.76 - \$123,048.64 Annually	LOCATION	San Jose Metropolitan Area, CA
JOB TYPE	Unclassified	JOB NUMBER	25-Q1D-C
DEPARTMENT	Communications	DIVISION	Communications Dispatching/Admin
OPENING DATE	10/16/2025	CLOSING DATE	11/30/2025 11:59 PM Pacific
BARGAINING UNIT 01			

Description

Under supervision, initially in a training capacity, to answer 9-1-1 calls and dispatch personnel and equipment for one or more public safety operations.

Start an exciting career and become a 9-1-1 Dispatcher! Watch these videos to hear from 9-1-1 Dispatchers who work for County of Santa Clara's Dispatch Operations Center.

<https://www.youtube.com/embed/6lL3vK6eYxE?wmode=opaque&rel=0>

<https://www.youtube.com/embed/h76m96ituVo?wmode=opaque&rel=0>

Requirements

This is a Peace Officer Standards and Training (POST) position. Candidates must successfully pass a complete background investigation including fingerprints, polygraph, psychological and medical examinations. Applicants with a felony conviction and/or a conviction outside of California that would be considered a felony in this state will be disqualified.

After passing the exam, hiring interview and screening processes, candidates are eligible to be hired as Communications Dispatcher I - Unclassified (U) and attend the 8-week Basic Communications Dispatcher Academy training program as a trainee. Benefits include medical, dental, and life insurance programs.

Communications Dispatcher I - U are eligible to become classified Communications Dispatcher I's and be considered probationary employees of County Communications. A newly appointed Communications Dispatcher I must successfully complete an 18-month probationary period during which they will be required to complete additional training under the

supervision of a trainer.

****Candidates hired as Classified Communications Dispatcher I may be eligible to receive a sign-on bonus, up to \$5,000****

Please Note: Applicants who meet the employment standards will be invited to take the written examination tentatively scheduled for the week of December 16, 2025. The exam date(s) may change based on the number of applicants.

#LINKEDIN

Typical Tasks

- Receives training in the reception and transmission of radio calls;
- Operates a variety of communications equipment, including radio base stations, radio consoles, hand-held radios, telephone, and other communications equipment;
- Monitors public safety frequencies;
- Operates data communication terminals;
- Conducts various database searches to obtain information in response to requests from law enforcement personnel;
- Records the nature and source of all incoming and outgoing radio messages, as required;
- After becoming proficient in 9-1-1 call answering and law dispatching, may be trained in other dispatching communities;
- Keeps apprised of current trends in law dispatching, ensuring that continuing education requirements are met;
- Receives law, fire, and medical calls for service;
- Creates and maintains accurate and well-organized records for documentation and retrieval purposes;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties, as required.

Employment Standards

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The required knowledge and abilities are attained through training and experience equivalent to possession of a high school diploma;

and

One (1) year of experience performing work where the essential functions of the job involved public contact, computer usage, and/or heavy telephone traffic.

Special Requirements:

- Must be able to pass a background investigation, including a psychological evaluation and polygraph;
- Successfully complete the Peace Officer Standards and Training Certification Training Course within one (1) year of appointment or vacate the position;
- Per Commission on Peace Officer Standards and Training (POST) Program Regulation 1018, every Public Safety Dispatcher shall satisfactorily complete the Continuing Professional Training (CPT) requirement of 24 or more hours of POST-qualifying training during every two-year CPT cycle, based on the statewide CPT Anniversary Date as specified in subsection 1018(d)(2);
- Attain certification by the International Academies of Emergency Dispatch (IAED) as an Emergency Medical Dispatcher (EMD), Emergency Fire Dispatcher (EFD), and Emergency Police Dispatcher (EPD) within one (1) year of appointment or vacate the position;
- Maintain EMD, EFD, and EPD certifications, including completing the required continuing education training for each Priority Dispatch System;
- *As a condition of employment, pursuant to California Government Code Sections 3100-3109 and Local Ordinance, all County of Santa Clara employees are designated Disaster Service Workers (DSWs), including extra help. A DSW is required to complete all assigned DSW-related training, and in the event of an emergency, return to work as ordered.

Knowledge of:

- Customer service and interpersonal communications principles;
- Simple record keeping;

- Basic computer use;
- Telephone call-handling techniques.

Ability to:

- Learn to dispatch public safety personnel and equipment in a quick and efficient manner;
- Learn the operation of two-way radio and telephone communications equipment;
- Monitor audible information from multiple sources (telephone, radio, and co-workers) in an open space and noisy environment;
- Perform multiple tasks while monitoring background radio communications;
- Multi-task requiring simultaneous typing (rapid keyboarding), talking on the radio, answering multiple telephone calls, and switching between computer screens and applications;
- Learn to enter information accurately and quickly in the computer system while receiving information via radio and telephone;
- Learn and adhere to Computer Aided Dispatch (CAD) Systems and other related technology;
- Learn and remember locations and common place names of highways, major streets, industrial plants, county parks, and commercial and public buildings;
- Learn and remember the policies and procedures of the department and County, State, and Federal rules, and regulations, as required;
- Retain, recall, and evaluate facts and/or details solely from memory;
- Work under pressure; exercising good judgment and common sense while making sound decisions in emergency situations;
- Read and interpret various mapping devices and relay pertinent information;
- Document information in English in a clear, organized, concise, and understandable manner;

- Read, interpret, understand, and follow written and oral instructions and/or information in English;
- Use a keyboard and other peripheral computer equipment with rapid keyboarding and a high level of accuracy;
- Establish and maintain effective working relationships with co-workers, emergency personnel, other agencies, and the public;
- Provide effective customer service;
- Deal tactfully with the public, law enforcement, and other officials;
- Transition from periods of mental and physical inactivity to periods of intense and stressful mental and physical activity (rapid keyboarding) at a moment's notice;
- Complete all mandated training requirements;
- Maintain composure and work accurately under pressure or when faced with stressful situations.

Physical Requirements

- Work alternate work week schedule; work on weekends, holidays, and at odd or irregular hours;
- Work in a confined area and wear a headset.

Employer

County of Santa Clara

Address

70 W. Hedding Street
8th Floor, East Wing
San Jose, California, 95110

Phone

(408) 299-6816

Website

<http://www.sccjobs.org/>

Communications Dispatcher I - Unclassified Supplemental Questionnaire

*QUESTION 1

Please answer the following questions. Completion of the following supplemental questions is **REQUIRED** and is an integral part of the evaluation process. Initially, it will be used to determine minimum qualifications. For those applicants meeting the employment standards, this information will be critical in the subsequent competitive

assessment to identify those candidates to be invited to continue in the examination process. Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun. A response of "see resume" or "see application" will deem your application incomplete. Please include the name of employers, job titles, dates of employment, and hours worked per week for questions asking about work experience.

Do you understand the requirement to provide complete answers in order to determine relevant experience for each area in question?

- ☐ Yes
- ☐ No

*QUESTION 2

Do you possess a high school diploma or GED equivalent?

- ☐ Yes
- ☐ No

*QUESTION 3

If you do not have a high school diploma or GED, what is the highest grade you have completed? If not applicable, select "N/A".

- ☐ 9th Grade
- ☐ 10th Grade
- ☐ 11th Grade
- ☐ N/A

*QUESTION 4

Do you have at least one (1) year of experience performing work where the essential functions of the job involve public contact, computer usage, and/or heavy telephone traffic?

- ☐ Yes
- ☐ No

*QUESTION 5

Describe your experience performing work where the essential functions of the job involve public contact and computer usage. If you do not have this type of experience, please enter N/A. The information for EACH experience listed must include: Employer's name, official job title, employment dates (month/year to month/year), number of hours worked per week, and a detailed description of tasks performed.

*QUESTION 6

Describe your experience performing work where the essential functions of the job involve heavy telephone traffic. If you do not have this type of experience, please enter N/A. The information for EACH experience listed must include: Employer's name, official job title, employment dates (month/year to month/year), number of hours worked per week, and a detailed description of tasks performed.

*QUESTION 7

Do you have work experience in a high stress environment interacting with people?

- ☐ Yes

☐ No

***QUESTION 8**

Describe your experience in a high stress environment interacting with people. If you do not have this type of experience, please enter N/A. The information for EACH employer must include: Employer's name, official job title, employment dates (month/year to month/year), number of hours worked per week, and a detailed description of tasks performed.

***QUESTION 9**

As an adult, have you ever been convicted of any criminal act, misdemeanor, or felony?

☐ Yes

☐ No

***QUESTION 10**

If you answered "Yes" to question # 9, when and what were the circumstances and specify whether misdemeanor or felony. If you answered "No," enter N/A.

***QUESTION 11**

As an adult, have you ever falsified information to secure employment?

☐ Yes

☐ No

***QUESTION 12**

If you answered "Yes" to question #11, when and what were the circumstances? If you answered "No", enter N/A.

***QUESTION 13**

As an adult, have you ever resigned from a paid position without notice?

☐ Yes

☐ No

***QUESTION 14**

If you answered "Yes" to question #13, when and what were the circumstances? If you answered "No," enter N/A.

***QUESTION 15**

As an adult, have you ever been involuntary dismissed two or more times for reasons other than layoff by an employer?

☐ Yes

☐ No

***QUESTION 16**

If you answered "Yes" to question #15, when and what were the circumstances? If you answered "No," enter N/A.

***QUESTION 17**

As an adult, have you ever been disciplined by an employer for acts constituting racial, ethnic or sexual harassment or discrimination?

☐ Yes

☐ No

***QUESTION 18**

If you answered "Yes" to question #17, when and what were the circumstances? If you answered "No", enter N/A.

***QUESTION 19**

As an adult, have you illegally used or possessed amphetamines, barbiturates, cocaine, crack, methamphetamines, crank or speed within the last three (3) years?

☐ Yes

☐ No

***QUESTION 20**

As an adult, have you illegally used or possessed any other drug not mentioned above within the past seven (7) years?

☐ Yes

☐ No

***QUESTION 21**

As an adult, have you ever illegally manufactured or cultivated any drug?

☐ Yes

☐ No

***QUESTION 22**

Have you successfully completed the Peace Officer Standards and Training (POST) Certification Training Course for Dispatchers?

☐ Yes

☐ No

***QUESTION 23**

Have you taken and passed the CitiCall exam with the County of Santa Clara within the last year?

☐ Yes

☐ No

***QUESTION 24**

Do you have experience working with 911 Emergency Computer Aided Dispatch (CAD) systems?

☐ Yes

☐ No

***QUESTION 25**

Are you able to type/key 35 words per minute accurately?

☐ Yes

☐ No

***QUESTION 26**

This position may require working overtime. Are you willing to work overtime?

☐ Yes

☐ No

***QUESTION 27**

How did you find out about this job?

☐ Contacted by County Recruiter

☐ Virtual Job Fair

☐ In Person Job Fair

☐ In-Person Networking Professional Event

☐ Virtual Networking Event

☐ Community Event

☐ Glassdoor

☐ Governmentjobs.com

☐ Professional Association

☐ Search Engine (Google, Bing, online search, etc.)

☐ Hospital Website: SCVMC, O'Connor Hospital, St. Louise Regional Hospital Website

☐ Contacted by a Recruitment Firm

☐ Handshake

☐ Student Career Center

☐ County Text Message

☐ County Career Newsletter

☐ Other (Specify in the next question)

☐ County Employee Referral

☐ County of Santa Clara Career Website

☐ County of Santa Clara Job Interests Email Notification

☐ Facebook

☐ Instagram

☐ LinkedIn

☐ Indeed

***QUESTION 28**

If you selected an event/fair or other in the question above, please specify. If not, type N/A.

*** Required Question**